

# RETURNED GOODS POLICY

## Return Policy

Consolidated Metco, Inc. is a leading manufacturer of lightweight and extended maintenance components for the Commercial Vehicle industry. The following defines our policy for the return of defective product or excess inventory.

### REQUIREMENTS:

- ▶ Returns of excess inventory will be allowed for up to 10% of the last 12 month purchase dollar amount. Does not apply to initial Required Stocking List (RSL) within 12 months of original purchase.
- ▶ ConMet reserves the right to request copies of the original invoice or bill of lading to accompany the return.
- ▶ Excess inventory returns must be accompanied by an offsetting order of equal or greater value. No offsetting order is required for an initial RSL.
- ▶ For excess inventory, the part number must appear on the current aftermarket price file. Excess inventory of non-current or obsolete part numbers will be eligible for scrap value only.
- ▶ To qualify for full credit, material must be returned in "as new" condition and suitable for resale. It is not possible for ConMet to rework products and resell them as original equipment.
- ▶ All returns must be reviewed by a ConMet Regional Sales Manager before an RGA number is issued (Return Goods Authorization).
- ▶ All returns are subject to inspection by ConMet plant quality personnel before any credit will be issued. Any material inspected and found not suitable for resale will be eligible for scrap value only. ConMet will notify the customer of disposition before any material is scrapped.
- ▶ RGA's not returned within 60 days will be null and void.

### FREIGHT COSTS

Customer will pay freight to return material but will be reimbursed by ConMet once defective material or shipping error is confirmed. Excess inventory or material ordered improperly by ConMet customers should be returned freight prepaid without reimbursement.

### HANDLING CHARGES

A 15% re-stocking charge will apply to all returns except for defective material or ConMet shipping errors. Does not apply to initial RSL within 12 months of original purchase.

### REQUEST RETURNED GOODS AUTHORIZATION

A Returned Goods Authorization number (RGA) is required for all returned products. To obtain an RGA number please contact your Regional Sales Manager or Customer Service representative at (800) 547-9473.

### CALCULATING RETURN CREDIT AMOUNT

The return credit for defective material or a ConMet order entry or shipping error will be full value of the product based on the original purchase order amount. The return credit for excess inventory will be based on the original purchase order amount less the 15% re-stocking fee. All other conditions as stated above will apply when calculating the allowable return credit amount.