

CONSOLIDATED METCO, INC. RETURN POLICY

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

PRODUCT REQUIREMENTS

All returns are subject to inspection by ConMet plant quality personnel before any credit will be issued. To qualify for full credit, material must be returned in “as new” condition and suitable for resale. 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. Please note:

- It is not possible for ConMet to rework products and resell them as original equipment. There must be open orders for the part number(s) in question before a return will be allowed.
- Excess inventory of non-current part numbers no longer active in ConMet’s system will be eligible for scrap value only.
- Any request for return of excess inventory must be accompanied by an offsetting order of equal value.

F.O.B. POINTS

ConMet will accept freight charges for material that is considered to be defective, or is the result of a ConMet shipping error. Excess inventory or material ordered improperly by ConMet customers should be returned freight prepaid.

HANDLING CHARGES

A 15% re-stocking charge will apply to all returns except for defective material or ConMet shipping errors.

REQUEST RETURNED GOODS AUTHORIZATION

A Returned Goods Authorization number (RGA) is required for all returned products. To obtain an RGA number please contact your customer service representative at:

All Products - 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 also be based on the original purchase order amount less the 15% re-stocking fee.

Note: Excess inventory of non-current part numbers no longer active in ConMet’s system will be eligible for scrap value only.