



PARTS ORDERING AND RETURN POLICY PROCEDURES

JANUARY 2016



3900 Kelley Avenue, Cleveland, Ohio 44114
Tel: 216-431-2600
website: <http://www.AlliedCP.com>

January 1, 2016

PARTS ORDERING AND RETURN POLICY PROCEDURES

INTRODUCTION

The following pages contain information relative to the Parts Ordering and Return Policies and Procedures established by Allied.

This information is provided to authorized Allied Distributors, pursuant to the Terms of Sale as provided in the current Allied Distributor Agreement. These policies and procedures may be changed at Allied's discretion.

It is important that distributor management and key personnel be familiar with these policies and their application to derive the full benefits intended by Allied in establishing them.



3900 Kelley Avenue, Cleveland, Ohio 44114
Tel: 216-431-2600
website: <http://www.AlliedCP.com>

January 1, 2016

PARTS ORDERING AND RETURN POLICY PROCEDURES

INDEX

Business Information.....	4
Order Procedures.....	5
Order Classifications	6
Backorders	7
Discounts & Charges for Allied Distributors ..	8
Parts Return Policies.....	9, 10, 11
Return Goods Request Form	12
Liability for Carrier Losses or Damages ..	13
Parts Publications and Literature	14



3900 Kelley Avenue, Cleveland, Ohio 44114
Tel: 216-431-2600
website: <http://www.AlliedCP.com>

January 1, 2016

PARTS ORDERING AND RETURN POLICY PROCEDURES

BUSINESS INFORMATION

Business Address

Allied Construction Products, LLC
3900 Kelley Avenue
Cleveland, Ohio 44114

Shipping Address

Allied Construction Products, LLC
1840 East 40th Street
Cleveland, Ohio 44103

E-Mail Address

Custsvc@alliedcp.com
Sales@alliedcp.com

Customer Service Telephone Numbers

1-800-321-1046
Extensions: 225, 226 or 223

Sales Support Telephone Number

1-800-321-1046
Extensions: 230 and 231

Technical Service Telephone Numbers

1-800-321-1046
Extensions: 224, 235

Return Goods Telephone Number

1-800-321-1046
Extensions: 223

Fax Numbers

Order Entry and Technical Information
216-431-2601
Sales
216-431-2602

Office Hours

8:00 a.m. to 5:00 p.m., Monday through Friday
Eastern Standard Time

Order Entry Hours

7:00 a.m. to 6:00 p.m., Monday through Friday
Eastern Standard Time

After Hours Service

After normal business hours, the automated phone answering system will take calls. To reach Customer Service, press 225. If your call cannot be picked up immediately, you will go into voice mail where you can leave a message and someone will get back to you.

Messages or orders may also be sent to the Allied e-mail address and fax number 24 hours a day, 7 days a week.



3900 Kelley Avenue, Cleveland, Ohio 44114
Tel: 216-431-2600
website: <http://www.AlliedCP.com>

January 1, 2016

PARTS ORDERING AND RETURN POLICY PROCEDURES

ORDER PROCEDURES

To help us provide you and your customers with a high level of competitive parts service, all orders entered by phone, fax, e-mail or in writing should include the following information:

1. Distributor Name
2. Distributor Phone Number
3. Ship To Address
4. Name of Individual Placing Order
5. Requested Freight Routing
6. Purchase Order Number
7. Quantity, Part Number and Description
8. Order Classification

NOTE: It is not necessary to provide confirming orders. If a confirming order is sent, please clearly mark “Confirming” or “Confirming Order” on the document.



3900 Kelley Avenue, Cleveland, Ohio 44114
Tel: 216-431-2600
website: <http://www.AlliedCP.com>

January 1, 2016

PARTS ORDERING AND RETURN POLICY PROCEDURES

ORDER CLASSIFICATIONS

Parts orders are classified into three categories, which reflect different shipment priorities and order discounts. They are as follows:

Emergency Orders:

Orders for a part or parts required on a most urgent basis. Emergency Orders are reserved for only those items which are critical to an operation or repair so that we may offer you the most efficient service. All available parts will be shipped the **same day**.

Rush Orders:

Orders for parts, which are required to complete scheduled maintenance, rebuilds, overhauls or repairs. Rush Order items will be shipped by the **next business day** after order receipt.

Stock Orders:

Orders for parts required to replenish or expand Distributor inventory to optimum levels. Stock Orders should be placed by fax or email. Stock orders may only be shipped to the Distributor's place of business. Normal shipping will be by the **third business day** after receipt of order.

New Model Stock Orders:

Orders for new parts needed to service new products and new models in the Distributor's area of service responsibility based on Allied's Suggested Spare Parts Guide for the particular model. Distributors may place one New Model Stock Order per new model for initial basic stocking.

PARTS ORDERING AND RETURN POLICY PROCEDURES

BACKORDERS

Allied strives to maintain a high level of parts availability. If an ordered item is out of stock or if the full quantity ordered is not available, the item and quantity are automatically backordered. Confirmation of a backordered item is shown on the Distributor's Invoice.

In cases where the Distributor would prefer that an order ship complete, the Distributor may so specify at time of order placement.

Backordered items are expedited and shipped as soon as available. Items backordered by Allied may be canceled by the Distributor.

Backordered items will be shipped via the original routing specified for the order unless the Distributor notifies Allied otherwise.

Backordered items will be shipped at the Distributor's expense with the exception of Stock Order items where best way freight cost will be paid by Allied. However, standard practice is to endeavor to ship Stock Orders complete.



PARTS ORDERING AND RETURN POLICY PROCEDURES

DISCOUNTS AND CHARGES FOR ALLIED DISTRIBUTORS

DISCOUNTS:

Stock Orders:

- Orders under \$100
at Distributor Net Value Standard Discount
- Orders from \$100 to \$2500
at Distributor Net Value Standard Discount plus 2%
- Orders from \$2501 to \$10,000
at Distributor Net Value Standard Discount plus 5%
- Orders above \$10,000 Net Value Standard Discount plus 7%
- New Model Stock Order Standard Discount plus 8%

Rush Orders:

- All orders Standard Discount
No minimum order requirement.

Emergency Orders:

- All orders Standard Discount less 4%
No minimum order requirement.

Cash Discount Terms:

- All invoices are 1 ½% 10 days net 30

Discounts relative to special Allied programs may vary from those listed above. See specific program for details.

CHARGES:

Minimum Billing Charge:

There are no minimum order value requirements or minimum billing charges for any Emergency, Rush or Stock Order.

Freight:

All Emergency and Rush Orders will be shipped via the routing method specified by the Distributor and at the Distributor's expense.

Stock Orders will be shipped best way to the Distributor's place of business. Distributor will be charged shipping expense up to a maximum charge of \$100.00 per Stock Order. The balance of the freight cost on all Stock Orders will be paid by Allied.

Order Cancellation Charge:

Parts classified as non-returnable or special order by Allied may be canceled. However, any charges or penalties incurred for cancellation will be the responsibility of the Distributor.

NOTE: We request that cancellations made via telephone be confirmed in writing by letter or fax.



3900 Kelley Avenue, Cleveland, Ohio 44114
Tel: 216-431-2600
website: <http://www.AlliedCP.com>

January 1, 2016

PARTS ORDERING AND RETURN POLICY PROCEDURES

PARTS RETURN POLICIES

A Return Goods Request for new and unused returnable parts will be processed under one of the following criteria:

PARTS ORDERED IN ERROR

Items ordered by the Distributor by mistake or items that were not needed may be returned within 30 days of shipment receipt exclusive of items defined as special order or non-returnable. No restocking charges will apply.

PARTS SHIPPED IN ERROR

Parts shipped in error include part shortages and part overages as well as an incorrect or wrong part shipped.

Notification of error should be made immediately to the Allied Parts Return Goods Administrator who will provide parts return direction and can enter an order for a replacement or new part as necessary. No restocking charges will apply those parts returned.

NEW DEFECTIVE PARTS

New parts found to be defective prior to installation are to be handled on a parts return. Claims for parts found to be defective after installation should be handled by the Warranty Administrator as directed in the Warranty Policies and Procedures Manual.

NEW DISTRIBUTOR AND NEW MODEL RECOMMENDED STOCK PLANS

The Distributor may return non-moving surplus parts, which were purchased in accordance with Allied recommendations, for new products, new Distributor or expanded inventory.

Return of initial parts stock should be made no less than 12 and no more than 24 months from date of purchase. A Stock Order of equal value for good moving merchandise based on Distributor purchase history or factory recommendations or new product inventory should accompany the Return Goods Request. No restocking charge will apply.

ANNUAL STOCK RETURN PLAN

The Distributor's Annual Return Allowance for non-moving parts purchased for inventory is based upon Stock Orders placed from January 1st to December 31st and is limited to 25% of NET dollar value of Stock Order purchases for the previous calendar year. If the annual allowance is not completely used, it cannot be carried over to the following calendar year.

Distributors will be notified in writing within 90 days of the calendar year end of the exact amount and schedule of their return allowance. A 15% restocking charge will apply.



PARTS ORDERING AND RETURN POLICY PROCEDURES

PARTS RETURN POLICIES

DISTRIBUTOR DISSOLUTION

Upon official notice of Distributor Agreement dissolution, the Distributor shall supply Allied with a complete parts inventory list within 30 days. This list should include the quantity, part number and description for each part number on hand.

At its option, Allied will issue an RGA Number authorizing return of those items it wishes to repurchase which are new and unused, excluding those items defined as non-returnable, special order and/or obsolete. Credit for returned merchandise will not be given until all product parts lists, service manuals, price books, sales brochures and related company supplied literature are returned to Allied.

NON-RETURNABLE MERCHANDISE

Non-Returnable parts are defined as:

1. Any materials that are identified by Allied as "special order" and/or acquired or fabricated specifically for your order, including parts classified as non-returnable in the current Allied Price Schedule.
2. Perishable parts or parts with limited shelf life such as hoses, gaskets, filters and rubber products.
3. Parts that are not in saleable condition. Parts must be new and unused and in their original packaging.
4. Parts that are used and/or rebuilt.
5. Superseded part numbers unless purchased on Allied's specific recommendation.
6. Uncapped hydraulic tubes, valves, cylinders and pumps that exhibit evidence of contamination or use.
7. Obsolete or discontinued items that are not returned following notification by Allied of eligibility to do so.

OBSOLETE/DISCONTINUED PARTS

Due to ongoing product improvement and design evolution, some parts may be classified as obsolete and discontinued.

As appropriate, notification will be sent to the Distributor advising that an item has been made obsolete. These notices will outline the special provisions for returning the items indicated.

Items in this category cannot be returned later in conjunction with standard return plans following this notification and the time limit for their return.

RETURN GOODS REQUEST FORM

A Return Goods Request form (see example on page 12) should be submitted for any returns of new or unused parts and as a Credit Request in instances where no material is being returned.

PARTS SHOULD NOT BE RETURNED WITHOUT PRIOR AUTHORIZATION BY ALLIED. ALLIED RESERVES THE RIGHT TO RETURN PARTS RECEIVED WITHOUT RETURN AUTHORIZATION TO THE DISTRIBUTOR, FREIGHT COLLECT.



3900 Kelley Avenue, Cleveland, Ohio 44114
Tel: 216-431-2600
website: <http://www.AlliedCP.com>

January 1, 2016

PARTS ORDERING AND RETURN POLICY PROCEDURES

PARTS RETURN POLICIES

1. A Return Goods Request form should be submitted within thirty (30) days after receipt of shipment or invoice for parts ordered in error or shipped in error.
2. A 15% restocking charge will apply unless otherwise noted in the applicable return plan.
3. If a request is being made for freight reimbursement, a copy of the Freight Bill should accompany the request.

INSTRUCTIONS FOR COMPLETING RETURN GOODS REQUEST FORM

1. Return Goods Request forms should be completed by filling in Distributor name and address as well as item quantity, part number, description, invoice number and explanation of request.
2. Distributor will retain a copy of the Return Goods Request form and mail the original to Allied to the attention of: Parts Return Goods Administrator. A copy of the invoice(s) referenced should be included.
3. Allied will review the request and will issue a Return Goods Authorization number and advise which parts are to be returned. Distributor will be furnished with a copy of the approved parts to be returned via a packing list. Parts that are to be returned must be identified with the tag provided and the Return Goods Request authorization number should also be noted on the freight Bill of Lading and any other shipping documents.
4. All forms and documents must be completed in English with U.S. dollar value.
5. The part or parts are to be sent to:

Allied Construction Products, Inc.
1840 E. 40th Street
Cleveland, Ohio 44103
Attention: Parts Return Goods Administrator

6. All materials are to be returned, best way, freight pre-paid by the Distributor. In cases where Allied initiates the return request, pre-paid transportation charges will be refunded.
7. All shipments of returned parts will be subject to inspection upon receipt. Parts not in saleable condition will be scrapped unless the Distributor provides written authorization to return such parts, transportation collect. No credit is given for scrap value.
8. If otherwise unusable parts are received in a condition requiring minor cleaning, painting, rust removal, etc., Allied will deduct 5% from the normal distributor credit amount for reconditioning expenses in lieu of return or scrapping.
9. After parts are received and accepted, a credit memo will be issued for the original invoice amount of the parts less the applicable charges. At that time, all parts become the property of Allied.



**RETURN GOODS REQUEST
NEW PARTS ONLY**

Mailing Address: 3900 Kelley Avenue, Cleveland, Ohio 44114 USA
 Telephone: (216) 431-2600 Fax: (216) 431-2601 e-mail: custsvc@alliedcp.com

ALLIED DISTRIBUTOR NUMBER	RETURN AUTHORIZATION NUMBER
DEALER NAME	DEALER'S SIGNATURE
STREET ADDRESS	DATE
CITY, STATE AND ZIP CODE	DISTRIBUTOR REFERENCE NUMBER

Return Quantity	Part Number	Allied Invoice Number	Date of Allied Invoice	List Price	Description	Serial Number

Requested Freight Amount \$
CREDIT AMOUNT TO BE BASED ON ACTUAL MATERIAL RECEIVED AND CONDITION

REASON FOR RETURN

- | | |
|---|--|
| <input type="checkbox"/> Duplicate Shipment | <input type="checkbox"/> Damaged in Shipment |
| <input type="checkbox"/> Shipped incorrect part | <input type="checkbox"/> Annual parts return |
| <input type="checkbox"/> Ordered in error | <input type="checkbox"/> Short Shipment |

PARTS RETURN INSTRUCTIONS

1. Complete and submit this form via Fax, Mail, or e-mail to the attention of Customer Service.
2. Allied will review this form and provide a 'Return Authorization Number' for all accepted items.
3. Attach the 'Return Authorization Number' to the accepted items and return them freight pre-paid to Allied Construction Products at: 1840 E. 40th Street, Cleveland, Ohio 44103
4. Only Freight Pre-Paid Shipments Accepted

From Consignment Order Number:

Other:



3900 Kelley Avenue, Cleveland, Ohio 44114
Tel: 216-431-2600
website: <http://www.AlliedCP.com>

January 1, 2016

PARTS ORDERING AND RETURN POLICY PROCEDURES

LIABILITY FOR CARRIER LOSSES OR DAMAGES

Depending on carrier selection, Allied's responsibility for parts and equipment ceases when the shipment is loaded by or released to the carrier. And, any claims for loss, damage or delay in transit must generally be pursued by the Distributor directly with the carrier.

Distributors should be aware of the availability of all risk insurance policies that would cover losses or damages incurred in transit that is in excess of the carriers normal liability.



3900 Kelley Avenue, Cleveland, Ohio 44114
Tel: 216-431-2600
website: <http://www.AlliedCP.com>

January 1, 2016

PARTS ORDERING AND RETURN POLICY PROCEDURES

PARTS PUBLICATION AND LITERATURE

Accurate information is essential to properly service the customer. For that reason, Allied has sources of information available in the form of Price Lists, Parts Manuals, Technical Manuals, Operators Manuals, Operating and Maintenance Instructions, Installation Kit Bulletins and Service Information Letters.

It is necessary that the Distributor keep these publications maintained and updated to ensure their usefulness in providing accurate information to our customers. In doing so, you are assisting our joint efforts in servicing our mutual customers while making the Allied/Distributor relationship a more effective and profitable one.

Orders for Parts Manuals, Technical Manuals and related material can be placed direct with the Allied Customer Service Department.



3900 Kelley Avenue, Cleveland, Ohio 44114
Tel: 216-431-2600 Fax: 216-431-2601
Toll Free: 1-800-321-1046
e.mail: CustSvc@AlliedCP.com
website: www.AlliedCP.com