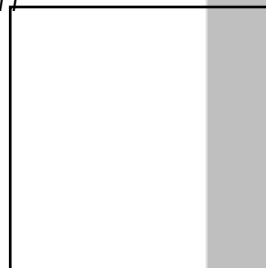




UNIT AND INSTALLATION KIT RETURN POLICY AND PROCEDURES

JANUARY 2011





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

January 1, 2011

UNIT AND INSTALLATION KIT RETURN POLICY & PROCEDURES

INTRODUCTION

The following pages contain information relative to the Unit and Installation Kit 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.



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BUSINESS INFORMATION

Business Address

Allied Construction Products, Inc.
3900 Kelley Avenue
Cleveland, Ohio 44114

Shipping Address

Allied Construction Products, Inc.
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
Extension 230 and 231

Technical Service Telephone Numbers

1-800-321-1046
Extensions: 229, 235

Return Goods Telephone Number

1-800-321-1046
Extension: 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 7:00 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.



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It is Allied Construction Products policy to assist authorized distributors in those specific instances where the return or exchange of new and unused products is appropriate to reflect current local market requirements and to have the right equipment available to meet anticipated customer needs. Products supplied to distributors by Allied in accordance with the terms of standard Allied sales policies, purchasing programs and plans are final sales to the distributor. Any return of purchased products must be approved and carried out in accordance with this or other applicable policies and procedures. New unit returns normally require a concurrent unit purchase of equal or greater value.

Policies applicable to unit returns associated with special programs, changes in distribution arrangements, agreements established at the time of original purchase, warranty settlements or other special situations may differ from the general policies set forth herein. The terms of special programs and agreements will be indicated on original sales quotations, invoices or similar documents. Such terms shall apply when applicable and will supercede this policy.

UNITS

1. A "Return Authorization" must be requested by the Distributor and approved by Allied Sales Management (within established authorization levels) prior to any product return. Once approved, authorization to physically return the product will be conveyed to the Distributor.
2. Only current model new, unused product (units identified in current product Price Schedules) will be considered for return. Discontinued models and units which are sold as "reconditioned", "rebuilt" or "used" by Allied are excluded from this return policy.
3. Units that are purpose built, customized, unique or one of a kind will be identified by Allied to the distributor at the time of quoting and/or invoicing and will be categorized as noncancelable and nonreturnable. (Units that can be returned to a standard product configuration can be considered for return on a special exception basis. The conversion charge would be deducted from the total unit credit amount.)
4. A handling/refurbishing charge of 5% of List Price, up to maximum of \$500.00 per unit, shall apply to all unit returns. This charge covers basic refurbishing which is defined as minor cleaning, painting and decaling.
5. Acceptance of all unit returns is subject to inspection at Allied's facility. Allied may refuse to accept units
 - a) whose condition has deteriorated significantly in storage,
 - b) which exhibit any sign of prior usage or
 - c) which do not contain all component parts originally supplied.
6. Units of the type identified in item 5 above may be returned to the distributor freight collect or Allied may elect to:
 - a) Provide a refurbishing estimate. Required parts will be charged at current, standard dealer net prices and labor will be calculated at Allied's current rate (\$60.00 hr.) for actual hours required. Accepted refurbishing charges will be deducted from the amount credited to the distributor and will be in addition to the standard handling/restocking charge indicated in item 4.
 - b) Or offer to repurchase the unit at a net price based on its condition and prior use.



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MOUNTING KITS

1. A "Return Authorization" must be requested by the Distributor and approved by Allied Sales Management (within established authorization levels) prior to any kit return. Once approved, authorization to physically return the product will be conveyed to the Distributor.
2. Brackets that are custom or purpose built (certain unique QA brackets, etc.) are considered noncancelable and nonreturnable. This designation will be indicated at the time of quoting and will be noted on the Sales Order and Allied Sales Invoice.
3. Approved kit returns shall normally require a corresponding new kit purchase of greater or equal value.
4. A handling/refurbishing charge of 5% of List Price, up to a maximum of \$250.00 per kit, shall apply to all mounting kit returns. This includes minor refurbishing consisting of cleaning and repainting.
5. If mounting hardware (pins, bushings, spacers) is deteriorated, a refurbishing estimate will be provided to the dealer. Parts required will be quoted at current dealer net and labor at \$60.00/hr. Refurbishing charges will be deducted from the amount credited to the distributor.
6. Kits that exhibit any sign of use will not be considered for return as new. Allied may offer to purchase the kit as a used item.

HYDRAULIC INSTALLATION KITS

1. A "Return Authorization" must be requested by the Distributor and approved by Allied Sales Management (within established authorization levels) prior to any kit return. Once approved, authorization to physically return the kit will be conveyed to the Distributor.
2. Kits that are designed upon request for special applications and unique units are considered noncancelable and nonreturnable. This designation will be indicated by Allied at the time of quotation and on the Sales/Invoice documents.
3. Approved kit returns normally require a corresponding new kit purchase of greater or equal value.
4. A handling/restocking charge of 10% of List Price, up to a maximum of \$500.00 per kit, will apply to all hydraulic installation kit returns. Additionally, any parts which are damaged or missing and/or any hoses and tubes that are missing their original cap plugs will be deducted, at current dealer net prices from the credit to be issued.
5. Hydraulic installation kits may not be returned later than six (6) months following the original purchase date.



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OTHER GENERAL POLICIES

1. All freight and other costs associated with returning units or kits to Allied's Cleveland, Ohio facility will be the responsibility at the distributor.
2. Credit issued for returned units or kits will be based on the original invoice purchase price.