

CUSTOMER POLICIES

U.S. OEM AND AFTERMARKET POLICIES

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INTRODUCTION

This publication covers Hendrickson Auxiliary Axle Systems OEM (original equipment manufacturer) and aftermarket policies. Questions relating to these policies should be directed to your Hendrickson outside sales representative or customer service representative (CSR). Exceptions are noted below:

- Advertising using Hendrickson's logo or name – Marketing Coordinator at (740) 929-5670
- Technical Service – Hendrickson's Technical Service Department at (740) 929-5600
- Warranty – Hendrickson's Warranty Department at (740) 929-5626

DISTRIBUTION POLICY

It is our policy to provide Hendrickson products to OEMs and aftermarket outlets. Hendrickson distributes products through the following channels:

- OEM dealer networks
- National warehouse distributors (NWDs) for the truck-trailer industry
- Authorized truck OEMs and their dealer networks
- Independent distributor network

Hendrickson Auxiliary Axle Systems is located in Hebron, Ohio.

FREIGHT POLICIES

Hendrickson is not liable for and makes no guarantees about freight costs for collect shipments. Customers who receive a shipment with damaged or missing goods are responsible for filing claims directly with the carrier. Customer should immediately take photographs of damaged product(s), make a notation on the bill of lading and notify the carrier.

All UPS, UPS-Red, UPS-Blue, and UPS-Third Day Select shipping charges are prepaid and added to the invoice, unless otherwise specified by the customer. Customers requesting a package service other than UPS must provide their account number prior to shipment.



ORDER DOCUMENTATION

To process a purchase order (PO), Hendrickson requires a dated, hard copy of the order from all customers. The PO must include part number(s) ordered, quantity, requested ship date, requested freight carrier, PO number, contact name, company name and ship-to information.

ORDER POLICIES

Suspension orders: Suspensions are non-stock items that are built to order only after receipt of a firm PO. Upon receiving a purchase order, your CSR will determine an accurate promise ship date based on current published lead times. Please note: Lead times are subject to change without notice.

Parts orders: Orders for in-stock parts are shipped within three business days. Non-stock part lead times vary according to the component ordered. Check with your CSR for a lead time quote on these items.

Drop shipments: Customers who have an account with Hendrickson may request an order to be drop shipped to another location. The customer assumes full responsibility for freight cost.

Truck-down orders: Truck-down UPS-Red or UPS-Blue orders that are received before 1 p.m. EST (Eastern Standard Time) for in-stock parts will ship the same day. Hendrickson cannot guarantee same-day shipments for customers who use another package service. Non-stock fabrications are subject to standard lead times and are not guaranteed to ship the same day the purchase order is sent.

Minimum purchasing requirements: Customers with no purchases within an 18 month period may have their account inactivated.

Minimum orders: Hendrickson does not have a minimum order requirement.

RETURN / RESTOCK POLICY

Hendrickson may allow suspension and axle assemblies or other miscellaneous components purchased within six months and aftermarket parts purchased within one year to be returned. Items returned are subject to a minimum of 15 percent re-stocking fee and must be returned freight pre-paid. Goods shipped collect without prior written authorization from the Hendrickson Customer Service Administrator (CSA) will be refused. Obsolete material is not eligible for return, and all returned material must be in salable condition. Additional rework charges may apply if Hendrickson is required to make the product salable. Goods deemed unsalvageable or for which rework charges would exceed the purchase price will be scrapped or returned at the customer's discretion. If a product is unique to a customer, Hendrickson may refuse to restock it.

PROCEDURE FOR RETURNING GOODS

1. The customer contacts the Customer Service Administrator (CSA) to obtain a Return Goods Authorization (RGA) number.
2. The CSA checks to ensure the goods are not obsolete and that they have been purchased within the last six months for suspensions, trailer axles and other miscellaneous components and one year for aftermarket parts.
3. The CSA completes the RGA form and sends it to the customer.
4. The customer returns the goods within 20 business days to the appropriate facility, noting the RGA number on the outside of the shipping package.
5. After receipt and inspection of the returned goods, Hendrickson issues credit to the customer less the minimum 15 percent re-stocking fee and any rework charges.

SHIPPING POLICY

A pick-up time on the promised ship date must be arranged in advance with our shipping personnel. If the order remains on our dock after three days, the customer will be given three options:

1. Set a definite pick-up date and time (within two days).
2. Let Hendrickson route the product (at the customer's expense).
3. The order will be canceled, with the minimum 15 percent re-stocking fee and all rework charges, if applicable, billed to the customer.

CLAIMS FOR SHORTAGES

When a shipment is received, please check its contents promptly. Any shortages must be reported to your CSR within seven working days of receipt of shipment (Please recheck the shipment before making a claim.) When reporting a shortage, please provide your purchase order number, our sales order number, our invoice numbers and the date of receipt at your facility.

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