

## ALLMAND BROS., INC.

### PARTS POLICY

#### ORDER PLACEMENT:

#### PARTS ORDERS MAY BE PLACED BY THE FOLLOWING METHODS:

1. ALLMAND INTERNET – [www.allmand.com](http://www.allmand.com)
2. ALLMAND PARTS DEPT. FAX NUMBER 1-308-995-4883
3. ALLMAND PHONE NUMBER 1-308-995-4495 or 1-800-562-1373

#### INFORMATION REQUIRED WHEN PLACING PARTS ORDERS:

1. SERIAL NUMBER
2. DESCRIPTION
3. ALLMAND PART NUMBER
4. COLOR

#### SHIPPING:

1. SMALL PACKAGE ORDERS – UPS AND FEDERAL EXPRESS
2. LARGE PACKAGE ORDERS – MOTOR FREIGHT

ALLMAND WILL MAKE EVERY EFFORT TO SHIP AIR FREIGHT ORDERS THE SAME DAY. HOWEVER ORDERS RECEIVED AFTER 3:00 PM CENTRAL TIME MAY NOT SHIP UNTIL THE FOLLOWING DAY.

#### PARTS RETURN:

1. A COMPLETE LIST OF PARTS, INCLUDING PART NUMBERS, MUST BE PROVIDED TO ALLMAND BEFORE ANY PARTS ARE RETURNED. A RETURN GOODS AUTHORIZATION NUMBER (RGA#) WILL THEN BE ISSUED FOR PARTS ACCEPTABLE FOR RETURN. ALLMAND WILL MAKE THE FINAL DECISION AS TO WHICH PARTS ARE ACCEPTABLE FOR RETURN.
2. CREDIT FOR FREIGHT WILL BE DETERMINED AT THE TIME THE RGA# IS ISSUED.
3. ALL PARTS RETURNED WITH A CORRESPONDING INVOICE WILL BE SUBJECT TO A 15% RESTOCKING FEE. PARTS RETURNED WITHOUT AN INVOICE WILL BE SUBJECT TO A 20% RESTOCKING FEE.
4. RGA#s RETURNED AFTER 30 DAYS WILL BE SUBJECT TO AN ADDITIONAL 10% RESTOCKING FEE, AND PARTS RETURNED AFTER 120 DAYS WILL NOT BE GIVEN CREDIT.

5. DUE TO ALMOST CERTAIN FREIGHT DAMAGE, PAINTED METAL PARTS WILL NOT BE ACCEPTED FOR RETURN.
6. ALL RETURNED PARTS MUST BE MARKED WITH ALLMAND PART NUMBERS AND RGA# MUST APPEAR ON ALL PAPERWORK AND ON OUTSIDE OF PACKAGE.
7. ALL RETURNED PARTS MUST BE SHIPPED PREPAID AND INSURED. CREDIT WILL NOT BE GIVEN FOR DAMAGED PARTS.