

# ALLMAND PARTS POLICY

*In conjunction with the Allmand Brothers "Standard Terms and Conditions of Sale".*

## ORDER PLACEMENT:

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

1. ALLMAND INTERNET – [www.allmand.com](http://www.allmand.com)
2. ALLMAND PARTS DEPARTMENT FAX NUMBER 1-308-995-4883
3. ALLMAND PHONE NUMBER 1-308-995-4495 or 1-800-562-1373
4. ALLMAND PARTS EMAIL – [parts@allmand.com](mailto:parts@allmand.com)
5. ALLMAND PARTS ARE AVAILABLE THROUGH THE *SMARTEQUIP* SYSTEM.

### INFORMATION REQUIRED WHEN PLACING PARTS ORDERS:

1. PURCHASE ORDER NUMBER.
2. SERIAL NUMBER.
3. ALLMAND PART NUMBER.
4. COLOR

### SHIPPING:

*(You may provide Allmand with your shipping account for collect shipments)*

1. SMALL PACKAGE ORDERS – UPS and FEDERAL EXPRESS. The weight limit for small package is 150 lbs and NO generators will ship UPS or FEDERAL EXPRESS.  
(**NEXT DAY ORDERS** - 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.)
2. LARGE PACKAGE ORDERS – MOTOR FREIGHT

### 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.

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3. ALL PARTS RETURNED WITH A CORRESPONDING INVOICE WILL BE SUBJECT TO A 15% RESTOCKING FEE.
4. ALL PARTS RETURNED WITHOUT AN INVOICE WILL BE SUBJECT TO A 20% RESTOCKING FEE.
5. RGA#'s RETURNED AFTER 30 DAYS WILL BE SUBJECT TO AN ADDITIONAL 10% RESTOCKING FEE.
6. PARTS RETURNED AFTER 120 DAYS WILL NOT BE GIVEN CREDIT.
7. DUE TO ALMOST CERTAIN FREIGHT DAMAGE, PAINTED METAL PARTS WILL NOT BE ACCEPTED FOR RETURN.
8. ALL RETURNED PARTS MUST BE MARKED WITH ALLMAND PART NUMBERS AND THE RGA# MUST APPEAR ON ALL PAPERWORK AND ON THE OUTSIDE OF PACKAGE.
9. ALL RETURNED PARTS MUST BE SHIPPED PREPAID AND INSURED. CREDIT WILL NOT BE GIVEN FOR DAMAGED PARTS.
10. ALLMAND WILL NOT BE HELD RESPONSIBLE FOR MULTIPLE SUBMISSIONS OF THE SAME PURCHASE ORDER.
11. ALLMAND WILL NOT BE HELD RESPONSIBLE FOR FEES SUCH AS PORT FEES, TAXES, OR CUSTOMS CHARGES IN DEALING WITH INTERNATIONAL ORDERS OUTSIDE OF THE USA. ALL OF THE FEES WHICH ARE ASSOCIATED WITH THE RETURN OF AN RGA WILL BE PAID BY THE CUSTOMER.

**ALLMAND RETURN ADDRESS:**

1502 WEST 4<sup>TH</sup>

HOLDREGE NE. 68949-3132

Phone 1-800-562-1373