



BUSINESS POLICIES:

The following policies have been developed to ensure a good business relationship between Precision Replacement Parts and our valued customers.

WARRANTY:

All of Precision's products are guaranteed to be free of defects in material and workmanship. Our guarantee is valid only if our product has been properly installed in the vehicle for which it was designed to fit. Any alteration or modification of the product will also void the warranty. Precision's liability extends only to the replacement of the defective product and will not assume any liability for the installation charges or other damage caused by the defective product. We reserve the right to inspect the defective part and refuse or grant credit based upon the conditions above. Original Proof of Purchase may be required. All returns must be made through the original point of sale.

PRICING:

All prices are subject to change without notice. List prices in the Precision catalog, pocket guide, and website are "Suggested List Prices" only.

BACKORDERS:

Normal Precision procedures are to ship all items in stock and cancel all backorders. However, we do accept customer backorder requests. Please notify customer service of your back order preferences at your initial order placement.

SHIPPING POLICIES:

Precision Replacement Parts receives substantial discounts from our freight carriers. These discounts are only available if the freight charges are paid by Precision. It is our desire to pass on these savings to our customers. Therefore, unless special arrangements are made, we will not ship "Freight Collect". All orders will have the freight charged on the invoice unless the order qualifies for prepaid freight. Please contact customer service on how you can qualify for prepaid freight. Orders that qualify for prepaid freight will have the freight paid by Precision within the lower 48 states and Canada. Precision will only pay for the freight charges. All other taxes, duties, COD fee, in-bond warehouse charges, or other fees associated with the shipment must be paid by the customer. All orders will be shipped by the carrier of Precision's choice unless other specific arrangements have been made with customer service when ordering the product.

DAMAGED OR LOST FREIGHT:

Every effort is made to ensure that the products leaving our warehouse arrive undamaged to you, our customer. However, damage can occur during the shipping process. Although Precision is not directly responsible for freight carrier damage or loss, we will assist in the claim process to help resolve any issues promptly. It is extremely important that damage or loss be noted at the time of delivery, and reported to Precision immediately – within 48 hours is required. If signing for one or more skids (pallets), look for the number of cartons noted on the bill of lading. Make sure the number of cartons you receive matches the number on the bill of lading. Do not sign the bill of lading unless all damaged or missing product is noted on it. It is the customer's responsibility to follow this procedure. If damage or loss is not noted on the bill of lading at time of delivery, the freight is then considered signed for "clear" and the carrier is no longer responsible for any damage or loss.

SHIPPING ERRORS:

Every order that is shipped by Precision is double checked with a barcode scanning audit system. The contents of each carton shipped are printed on the carton content label(s). Precision also stores this information in our database for our own records. If you should encounter a shortage or hidden damage, please call customer service immediately and they will do everything possible to promptly correct the problem. Please note that all errors, shortages, or hidden damage claims must be communicated within 48 hours of receipt of the product. Please identify CID, item and qty,



INVOICE DISCREPENCIES:

Please review your invoice upon receipt. Any discrepancies in billing should be reported to customer service immediately and before payment is due.

DEFECTIVE PARTS:

If you encounter a defective part, please:

- Do not install the part on the vehicle.
- Do not throw the part away.
- Collect the lot number and order number printed on the Precision barcode label.

Place the defective part into its original packaging, set it aside and call customer service immediately. We will ask for the lot number and order number, along with any details regarding the defect in order to help us correct the problem as quickly as possible. Please note that return of the defective product may be required for credit. In such cases, Precision will arrange for pickup and delivery of the defective parts to our warehouse for inspection. Original Proof of Purchase may be required. All returns must be made through the original point of sale.

STOCK RETURNS:

If you need to return an item(s), please follow the instructions below:

1. Prepare a list of the items you would like to return and rotate, along with the original invoice/order numbers and contact your account representative.
2. Your account representative will review your request and issue a Return Material Authorization (RMA) number. This number should be marked clearly on all of the boxes being returned as well as on the return packing list.
3. Please pack the product being returned in sturdy boxes, packing heavy items on the bottom and lighter items on the top or in a separate box.
4. When arranging the shipment back to us, the shipment must be billed prepaid (charges paid by the shipper). The return freight charges are the customers' responsibility and delivery will be refused if sent collect or C.O.D.
5. Your return will be promptly inspected and processed. The appropriate credit will be issued for qualifying parts, less re-stocking fees or other charges for repackaging, etc.

All merchandise returned must be active Precision product, in original packaging, unopened and in good saleable condition. Product that is returned in bags that are damaged or dirty will be subject to a re-packaging charge. Items must be returned no later than one year from the original purchase date.

All sales of "OEM" products are final.

No returns of tools or sundries (excluding warranty returns).

All returns are subject to a minimum 15% re-stocking fee.

Returns in excess of \$500 will be considered a stock rotation. An offsetting order of equal or greater value must be placed within thirty days of our receipt of the returned product.

Only original Precision Replacement Parts will be accepted for return.