

Parts Return Policy for TEPS/AMD/ISD Dealers		Page 1 of 3
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REVISION HISTORY

Revision Level	Issued By (Department)	Authors	Description of Change	Date
2	Parts	Donnie Lucas, Geoff Michalak, Jill Parcels, Brian Saucier, Adam Rose, Art Roy, Bob Call, Rhonda Gelinis	Reformat to new template	November 2010

APPROVALS

Name	Position	Date Reviewed
<i>George Belsito</i>	<i>Parts Operations Manager</i>	<i>November 2010</i>

1. PURPOSE

This procedure details Milton Cats parts return policy for TEPS/AMD/ISD dealers.

2. SCOPE**3. DEFINITIONS****4. RESPONSIBILITIES**

Parts Warehouse Employees
 Back Order Group Employees
 Parts Counter Employees
 Parts Supervisors
 Parts Managers

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5. PROCEDURE

Any returnable parts may be returned to Milton CAT on a daily basis. When requested to do so, the TEPS/AMD/ISD dealer would need to produce a copy of the Sales Order to determine when a part was purchased.

Any part being returned to Milton CAT must first be written on a "TRR" return request form. All pertinent information should be included on this form. The white and yellow copies should be returned with the parts. The pink copy is retained by the TEPS/AMD/ISD dealer for their records. When needed, a supply of these forms can be obtained from your local Milton CAT location, no charge. Photo copies of these forms cannot be accepted as each form is tracked individually by number.

1. Details regarding the Parts Return Policy are as follows:

- a. Any returnable parts that are returned within the first 12 months, from the date of invoice, will be credited based on the stock order price. No further restocking charges will be accessed.
- b. Any returnable parts that are returned between 13 and 24 months, from the date of invoice, will be credited based on the stock order price. Any returnable parts that fall within this time frame will be accessed an additional 20% restocking charge.
- c. Any returnable parts that are returned in excess of 24 months, from the date of invoice, will be credited based on the stock order price. Any returnable parts that fall within this time frame will be inspected by the local Milton Cat Parts Manager and will be accessed a negotiated restocking fee. The local Milton Cat Parts Manager will reserve the right to reject any parts that are deemed non-returnable/non-saleable. Returns are subject to inspection and acceptance by Milton Cat. Acceptance is based on the assumption that the part is a Caterpillar part and is in new and resalable condition.
 - i. All returnable parts can be returned provided the extended stock order price is greater than \$20.00.
 - ii. When appropriate, parts should be lightly oiled, crated, or otherwise protected to avoid damage in return handling and shipping.
 - iii. Replaced/discontinued parts are not eligible for return without the local Milton Cat Parts Manager's approval and provided the dollar value is greater than \$20.00 extended.
 - iv. All parts returned need to be in their original packaging and containers.

2. If a TEPS/AMD Dealer is returning 10 or more parts, it will require the approval of the TEPS Program Manager, prior to the return.

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3. The following parts are ineligible to be returned:
 - a. Parts removed from new engines.
 - b. Made as ordered parts. (Note-the letter “M” would appear in the third column of the invoice that the part was purchased.)
 - c. Assembly only parts ordered on firm, non-cancelable or non-returnable orders.
 - d. Parts purchased on special programs, which prohibit return.
 - e. Parts specially fabricated or procured for special orders.
 - f. Incomplete parts.
 - g. Parts that are not identified.
 - h. Parts that are bent, broken, rusted or have damaged machined surfaces.
 - i. Critical fluid carrying parts lacking adequate end protection.
 - j. Anti-friction bearing parts removed from their original sealed packages.
 - k. All gasket kits, fuel injection pumps, valves and nozzles with the tamper proof seal on the package broken.
 - l. All remanufactured parts without entitlements.
 - m. Installed electrical parts. An opened package will be considered installed.
 - n. Fabricated hose assemblies are made to order-thus not returnable.
 - o. Any part that was direct shipped from a Caterpillar supplier.

4. Any qualifying non-returnable item over \$20.00 extended list price can be accepted for return provided that the part was purchased within thirty days of invoice. An asterisk (*) in the third column of your invoice indicates all Caterpillar non-returnable parts.

6. APPLICABLE REFERENCES