



March 22, 2017 (REVISION 1)

Donkey Truck Carried Forklift – Service Parts Return Policy

Dealer Minimum Service Parts Inventory

Parts required for Dealer inventory on section C of the Donkey Dealer Agreement may be returned for a credit of the original invoice price provided the following criteria are fulfilled:

- Part(s) are returned in new condition
- Part(s) are returned in the original packaging, if applicable
- Freight charges for the original shipment and return shipment are not covered by Hol-Mac
- Dealer has had the part in stock for a minimum of 12 months but not more than 24 months
- Returned Good Authorization Number (RGA#) must be obtained prior to any return of part(s)
- An RGA# must be issued by HMC and documented on the package before returning the part(s)

Incorrectly Shipped Part(s)

Part(s) shipped that do not match the customer acknowledgement may be returned for a credit of the original invoice price provided the following criteria are fulfilled:

- Part(s) are returned in new condition
- Part(s) are returned in the original packaging and the packaging is in new condition, if applicable
- Freight charges for the original shipment and return shipment are covered by HMC
- HMC is notified in writing within 30 days of customer receipt
- Returned Good Authorization Number (RGA#) must be obtained prior to any return of part(s)
- An RGA# must be issued by HMC and documented on the package before returning the part(s)

Incorrectly Ordered Part(s)

Part(s) shipped that match the customer acknowledgement may be returned for a credit of the original invoice price less 15% provided the following criteria are fulfilled:

- Part(s) are returned in new condition
- Part(s) are returned in the original packaging and the packaging is in new condition, if applicable
- Freight charges for the original shipment and return shipment are not covered by HMC
- HMC is notified in writing within 30 days of customer receipt
- Part(s) are current production EC level.
- Part(s) not meeting current EC level will be reviewed by HMC for any potential applicable credit
- Returned Good Authorization Number (RGA#) must be obtained prior to any return of part(s)
- An RGA# must be issued by HMC and documented on the package before returning the part(s)

Defective Part(s)

- Parts found to be defective upon receipt will be subject to the HMC RGA policy.
- Part(s) are returned in “As Received Condition”
- Part(s) are returned in the original packaging and the packaging is in new condition, if applicable
- Freight charges for the original shipment and the return shipment are covered by HMC
- HMC is notified in writing within 30 days of customer receipt
- Returned Good Authorization Number (RGA#) must be obtained prior to any return of part(s)
- An RGA# must be issued by HMC and documented on the package before returning the part(s)

The Hol-Mac Warranty Administrator is to be contacted for an RGA# and any further inquiries into this policy.