



Dayton Parts, LLC.  
P.O. Box 5795  
Harrisburg, PA 17110-0795  
(800) 233-0899  
(800) 225-2159 Fax

## **POLICY AND PROCEDURE MANUAL**

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## 1. CONTACT/ORDERING INFORMATION

Telephone – Inside Sales	800-433-2346 USA 800-233-0899 USA & Canada 717-255-8500 Local
Fax Number – Inside Sales	800-225-2159 USA & Canada 717-255-8588 Local
Internet	use Dial DPI <a href="http://www.daytonparts.com">www.daytonparts.com</a>
Transnet	Only available after customer activates directly with Transnet.
HDeXchange	Only available after customer activates directly with HDeXchange
Export Orders	800-854-5629 ext 8558
Voice Mailbox (after hours)	800-854-5629 USA 717-255-8580 Local
Technical Service	800-822-2042 USA
Accounts Receivable	800-553-8784 USA
Mail (Administration, Sales, Marketing, Purchasing, Distribution)	Dayton Parts, LLC P.O. Box 5795 Harrisburg, PA 17110-0795
Mail (Finance, Engineering, MIS, Manufacturing)	Dayton Parts, LLC 1300 North Cameron Street Harrisburg, PA 17103
Return Goods Address	Dayton Parts, LLC 3500 Industrial Road Warehouse #2 Harrisburg, PA 17110
Remittance Address	Dayton Parts, LLC P.O. Box 643417 Pittsburgh, PA 15264-3417

## 2. BUSINESS HOURS:

Monday through Friday 7:30 AM to 5:30 PM Eastern Standard Time. Calls outside these hours are received by Dayton Parts, LLC voice mail system and returned promptly the next business day.

## 3. PRODUCTS

All products offered by Dayton Parts, LLC fall within one of four product groups. The product groups are: brakes, springs, steering, and suspension.

To gain access to the various product groups minimum annual purchases must be maintained. The minimum purchase levels per group are as follows:

Brake products	\$30,000
Spring products	\$30,000
Steering and Suspension products	\$30,000

All customers must maintain total minimum annual purchases of \$30,000 to remain an active customer account with Dayton Parts, LLC.

## 4. PRICES

The "Distributor cost" price list (Buff) provides the following information for each part number:

Part Number	Suggested List Price
Description	Distributor Cost
Popularity Code	Distributor Cost Less 5% **
Standard Package Quantity	Package Weight

\*\* Distributor Cost Less 5% price is obtained with a total sales order value greater than or equal to \$1,580 gross (\$1,500 net), which is the prepaid freight minimum order requirement.

## 5. PRICE CHANGES

Prices are subject to change without notice; however Dayton Parts, LLC will make every effort to give 30 days advance notice of any price list change. Orders and backorders will be billed at the price in effect at time of the original order.

## **6. TERMS / PROMPT PAYMENT DISCOUNT**

Terms are 2% 15<sup>th</sup>, Net 30 days and are defined as: invoices dated from the beginning of the calendar month to the end of our calendar month will be allowed a 2% discount on merchandise only, if payment is received by the 15<sup>th</sup> of the following month. The net amount is due by the end of the calendar month. Freight charges and other additional charges (i.e. vehicle down charges or set up charges) will not receive any prompt payment discount.

The 2% prompt payment discount is available only to accounts with no past due balance. Payments received will be applied to outstanding balances first, until account no longer has a past due balance. Payments in excess of the past due balances will then be applied to current invoice (s) and discount applied as indicated above.

Account Statements are issued at the beginning of each calendar month. At that time, unpaid balances from prior month (s) become past due. Accounts having past due invoices are subject to credit hold. At Dayton Parts, LLC discretion, accounts on credit hold may not receive parts allocation.

## **7. SHIPPING PROGRAMS & FREIGHT POLICY**

To assist you in keeping your inventories under control and better manage your business, Dayton Parts, LLC utilizes “The Dayton Edge” shipping program. To assure delivery, we have divided the U.S. and Canada into six shipping zones and have contracted with different carriers to assure the day of your delivery. Orders placed by 3:00 PM EST on your designated order day will be delivered on your scheduled receipt day(s). If you miss your designated order day, we will make every attempt to process your order within 48 hours.

Emergency and UPS shipments will continue to be handled in their usual manner, everyday for every zone of the U.S. and Canada. All orders must be received by 4:30 PM EST to ensure your order is processed the same day. We will not guarantee same day shipping for orders received after this time; however, we will make every attempt to ship your order the same day.

All shipments are F.O.B. Dayton Parts LLC Harrisburg, PA warehouse.

Orders totaling \$1,580 Gross (\$1,500 Net) will be shipped prepaid on carriers selected by Dayton Parts, LLC.

Backordered items, when ready, will be shipped prepaid with the next stock order. If there is no stock order and a customer requests backordered goods, we will:

- A. Ship prepaid, if from a qualifying order, by a carrier of our choice.
- B. Ship collect, if from a non-qualifying order, by a carrier of the customer's choice.

Orders that do not meet minimum requirements for prepaid freight will ship via DHL, UPS, Federal Express, Bus or Common Carrier freight collect per customer request.

Orders less than 150 pounds will ship DHL, UPS or Federal Express and freight charges will be added to invoice.

#### Shortage Claims

All claims for shortages/damages must be reported to Dayton Parts, LLC within 2 business days of receipt of merchandise. The customer MUST sign carrier delivery receipt indicating shortages/damages (be as specific as possible). Claims must give full details of Purchase Order Number, Bill of Lading, items claimed as short, etc, including the signed delivery receipt.

#### Air Freight Claims

All air freight claims must be reported to Dayton Parts, LLC within 5 days of placing your order. It is important to report these claims to Dayton Parts as soon as possible. Please note our air freight carriers **DO NOT GUARANTEE** express deliveries during inclement weather.

### **8. CUSTOMER RESPONSIBILITY – Receipt of Goods**

Please check your shipment promptly. Shortages or errors must be reported to Dayton Parts, LLC within 2 business days of receipt of merchandise and also noted on the carrier's delivery receipt before the merchandise is accepted.

Dayton Parts, LLC makes every effort to package products carefully. If packaging or cartons are broken, damaged or missing from the shipment, the carrier is liable. Notify our Customer Service Representatives and Dayton Parts, LLC will file a claim with the carrier at once.

## **9. PICK-UP POLICY**

The goal of Dayton Parts, LLC is to provide a maximum turnaround of 48 hours for all of our customers. Please note that pick ups may ONLY be made by our direct customers. Third party pick ups are not allowed.

Merchandise is available for pickup from 7:00 AM through 6:00 PM EST, Monday through Friday at the Dayton Parts, LLC Distribution Center only. All orders must be placed with our Customer Service Representatives.

## **10. UPS SHIPMENTS**

All orders must be received by 4:30 PM EST to ensure your order is processed the same day. We will not guarantee same day shipping for orders received after this time; however, we will make every attempt to do so.

## **11. DROP SHIP POLICY**

It continues to be our policy that only those orders of an emergency, vehicle down nature, will be drop shipped to a Distributors customer. Stock Orders may not be drop shipped. Order must be place by Distributor and accompanied by the Distributor's purchase order number.

## **12. VENDOR SPECIAL ORDER PARTS**

Dayton Parts, LLC reserves the right to deviate from published prices for any vendor drop ship item without notice. Customer must confirm price BEFORE order is placed. All direct ship parts will incur a freight charge.

Vendor direct ship parts are not returnable under the Dayton Parts, LLC stock return policy. Direct ship parts received in error or ordered in error are subject to vendor return policy. If such occurs, contact Technical Service (800-822-2042) within two (2) business days of receipt of goods to determine the vendor's policy and handling charges involved.

## **13. VEHICLE DOWN POLICY**

Only customers in good credit standing qualify for Vehicle Down service and all orders must be accompanied by a prepaid stock order. The prepaid order must be in-house for the Vehicle Down process to begin.

Vehicle Down service is applicable to repair and replacement of components applied to Commercial and Vocational vehicles only. Dayton Parts, LLC reserves the right to decline vehicle down request based on raw material and manufacturing availability at the time of order.

Lead time: Lead times quoted at time of order.

Order Deadline: Orders for SRI numbers must be received by 3:00 PM EST. Orders that require engineering design and documentation must be received by 12:00 PM EST. Set up fees may apply. Additional lead-time may be required.

Restrictions: Full taper springs and leaves cannot be considered for vehicle down service. Vehicle down order consists of 1 part number and a maximum of 2 pieces. Maximum of 2 vehicle down orders per day.

#### **14. RETURNS**

Dayton Parts, LLC return policies are designed to give our Distributors maximum flexibility in their inventory management. Merchandise credit will be applied to future orders. All returns must be assigned a Dayton Parts, LLC RGA (return goods authorization) number prior to return being accepted.

##### Annual Stock Adjustments

The total of the inventory adjustment is limited to 5% of prior year's net purchases. Requests for inventory adjustments must be submitted to customer's District Sales Manager.

Returnable product must be of Dayton Parts, LLC origin, packaged in correct box quantities and in saleable condition. Returns on product which is coded "D", Discontinued, "O", Obsolete, "R", Replaced, "F", Factory Only and "S" Special Order are not allowed. Part numbers with the Code of "W" are only returnable within six months of being ordered. Inventory classification or popularity codes are published in Distributor (buff) price lists.

Saleable condition is defined to mean that the product is free from rust or other physical defects, and if packaged in boxes, then correct number of items is contained in the box. Box must maintain original unbroken seal. The box must be clean, undamaged and free of markings, labels, etc. not applied by Dayton Parts, LLC or their vendors. Do not write on the product boxes being returned.

Returns are subject to a 15% restocking fee and 2 for 1 offsetting order may apply.

The RGA number must be noted on packing list. Upon approval, returns are to be shipped prepaid to:

Dayton Parts, LLC  
3500 Industrial Road  
Warehouse #2  
Harrisburg, PA 17110

Credit will be given only for those items which were received and found to be in saleable condition. Customer will be notified of any parts received for which we could not give credit under our policy. Rejected parts will be held for 30 days awaiting customer disposition. After 30 days, we will scrap the parts.

#### Initial Stock Adjustments

This type of return covers initial orders made by new customers or by current customers who are adding a new line or upgrading an existing one. The return period is 12-15 months.

Any and all products that were on the initial order can be returned with the 15% restocking fee waived. Product will be credited at value at time of initial order. Only product that was placed on the initial order can be returned under these provisions. Any additional products must have a separate RGA and must meet the annual stock adjustment policy.

#### Merchandise Ordered in Error

Merchandise ordered in error may be returned if a Return Goods Authorization (RGA) number is requested within 30 working days of the receipt of merchandise. Credit will be issued at the original purchase price. Return freight must be prepaid. A 15% handling charge will apply after 30 days.

#### Merchandise Shipped in Error

Merchandise shipped in error by Dayton Parts, LLC may be returned if a Return Goods Authorization (RGA) number is requested within 2 business days of receipt of merchandise. Credit will be issued at the original purchase price. Contact our Customer Service Representatives for return instructions and return freight will be paid by Dayton Parts, LLC.

### Warranty Return

A Return Goods Authorization Number (RGA) will be issued for any part alleged to be defective. Return freight must be prepaid. Dayton Parts, LLC will inspect alleged defective parts. If part is found defective, credit will be issued at original purchase price. Contact our Customer Service Representatives for return instructions and return freight will be paid by Dayton Parts, LLC.

### **15. WARRANTY STATEMENT**

Dayton Parts, LLC (Seller), warrants that it will, at its option, repair or replace or (in the case of its Distributors only), provide credit equal to the purchase price of any product sold by Seller which is returned to Seller within twelve (12) months after its first retail sale because of a claimed defect and which, upon examination by Seller, is found to have failed in normal use because of a failure in material or workmanship.

**THE FOREGOING WARRANTY IS THE SOLE WARRANTY OF SELLER IN CONNECTION WITH THE SALE OF ANY PRODUCT BY IT AND IS GIVEN IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY WARRANTY OR MERCHANTABILITY OR ANY WARRANT OF FITNESS FOR A PARTICULAR PURPOSE.**

Products sold by Seller are not consumer goods, unless said products are specifically designed for use in passenger cars and light trucks utilized for non commercial purposes. The Seller shall not be liable for any consequential damages arising out of the use of, or any defect in, any product sold as consumer goods.

