



EXCHANGE POLICY

Effective October 1, 2014, POWER PACKS PLUS Exchange Policy:

For items sold on EXCHANGE ONLY terms, cores MUST be returned – NO OUTRIGHT SALES.

For items sold on exchange terms, customers are allowed up to **30** days from the invoice ship date to return an eligible core. If the core is not received by day **31**, the customer will be charged the core amount listed on the original invoice, per the exchange agreement.

Eligible cores received between day **31 - 60** may be credited **75%** of the core amount, pending inspection and acceptance.

Eligible cores received after day **61**, may be credited **50%** of the core amount charged, pending inspection and acceptance.

For any cores returned more than **90** days from the invoice ship date, acceptance and credit will be subject to PPP's discretion and will be determined on a case-by-case basis.

*****AN ELIGIBLE CORE IS DEFINED AS: A COMPLETE, UNDAMAGED AND REPAIRABLE CORE THAT HAS THE SAME PART NUMBER AND MANUFACTURER AS SOLD ON THE ORIGINAL INVOICE*****

If any core is found to require parts over and above the parts replaced with normal overhaul, the customer will be back-billed the additional cost, not to exceed the original core amount. If a core is found to be B.E.R. (Beyond Economical Repair), the entire core amount will be charged or forfeited. The customer may request the core be returned to them at their expense.

*****BY INSTALLING THE PART, CUSTOMER IS ACCEPTING THESE TERMS.*****

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