



EXCHANGE POLICY

Customer (buyer) has up to 30 days after sale or ship date to return an eligible core to Power Packs Plus, LLC.

Customer (buyer) is the sole responsible party and is expected to return an eligible core IAW terms of exchange.

Customer (buyer) is the sole responsible party and is liable for the condition of the core until the unit is evaluated and/or accepted by Power Packs Plus, LLC.

If the core amount was not charged with purchase, the core amount will be charged on day 31 & the transaction deemed outright if an eligible core has not been returned.

If the core amount was charged with purchase, the transaction will be deemed outright on day 31 if an eligible core has not been returned.

Eligible core(s) received 31 – 60 days after the invoice ship date may be credited up to 90% of the core amount, pending evaluation.

Eligible core(s) received 61 – 90 days after the invoice ship date may be credited up to 75% of the core amount, pending evaluation.

Eligible core(s) received after 90 days from the invoice ship date will be subject to Power Packs Plus's discretion and determined on a case-by-case basis.

If a core is found to require hard parts or labor which exceed standard overhaul/repair, the additional parts or labor required will be charged back at-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; customer may request the core be returned to them at their expense.

Core evaluations periods vary from shop-to-shop. Power Packs Plus, LLC strives to obtain core disposition within 30-to-45-days from the date an eligible core is received. However, there are circumstances and situations which may arise which are beyond our ability to control. Core back-bill charges or BER determination may be billed beyond 60 days, but not longer than 120 days.

Eligible Core: A complete, non-damaged, and repairable unit at normal or standard cost, that is the same part number and manufacturer as the item which was sold & shipped by Power Packs Plus, LLC.

Exchange Only: If an item is quoted and/or sold as "exchange only," a core is REQUIRED to be returned; no outright sale will be accepted or accommodated. Customer (buyer) agrees that an eligible core will be returned to Power Packs Plus, LLC within the 30-day grace period, without delay.

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

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