

CUSTOMER POLICIES



US OEM & AFTERMARKET CUSTOMER POLICIES

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INTRODUCTION

This publication covers Watson & Chalin Mfg. OEM (original equipment manufacturer) and aftermarket policies. Questions relating to these policies should be directed to your Watson & Chalin outside sales representative or customer service representative (CSR). Exceptions are noted below:

- Advertising using Watson & Chalin's logo or name – Marketing Manager at (972) 547-6020
- Technical Service – Watson & Chalin's Technical Service Department at (800) 445-0736
- Warranty – Watson & Chalin's Warranty Department at (800) 445-0736

DISTRIBUTION POLICY

It is our policy to provide Watson & Chalin products to OEMs and aftermarket outlets. Watson & Chalin distributes through the following channels:

- Truck / Trailer OEM dealer networks
- National warehouse distributors (NWDs) for the truck-trailer industry
- Authorized truck OEMs and their dealer networks
- Independent distributor network

FREIGHT POLICIES

Watson & Chalin is not liable for and makes no guarantees about freight costs for collect shipments. Customers who receive a shipment with damaged or missing goods are responsible for filing claims directly with the carrier. Customers should immediately take photographs of damaged product(s), make a notation on the bill of lading and notify the carrier.

All UPS, UPS-Red, UPS-Blue and UPS-Third Day Select shipping charges are prepaid and added to the invoice, unless otherwise specified by the customer. Customers requesting a package service other than UPS must provide their account number prior to shipment.

ORDER DOCUMENTATION

To process a purchase order (PO), Watson & Chalin requires a dated, hard copy of the order from all customers. The PO must include part number(s) ordered, quantity, actual or current price, requested ship date, requested freight carrier, PO number, contact name, company name and ship-to information. Phone-in verbal orders are not accepted.

ORDER CANCELLATIONS / CHANGES

Suspensions / Axles: Orders that are ten working days prior to the promised ship date(s) are considered firm. No cancellations, rescheduling or changes of any kind are permitted (e.g., quantity, ship date or model number/specification changes). If any orders are canceled or changed within this time, they are subject to a 25 percent re-stocking fee, all associated costs with vendor recovery, freight charges and any rework costs.

NOTE:

**REQUESTS FOR CANCELLATIONS WITHIN THE SPECIFIED TIME FRAMES LISTED ABOVE
ARE SUBJECT TO APPROVAL BY WATSON & CHALIN MANAGEMENT.**



ORDER POLICIES

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| SUSPENSION ORDERS: | Suspensions are non-stock items that are built to order only after receipt of a firm PO. Upon receiving a purchase order, your CSR will determine an accurate promise ship date based on current published lead times. Please note: Lead times are subject to change without notice. |
| PARTS ORDERS: | Orders for in-stock parts are shipped within three business days. Non-stock part lead times vary according to the component ordered. Check with your CSR for a lead time quote on these items. |
| DROP SHIPMENTS: | Customers who have an account with Watson & Chalin may request an order to be drop shipped to another location. The customer assumes full responsibility for freight costs. |
| TRUCK-DOWN ORDERS: | Truck-down UPS-RED or UPS-BLUE orders that are received before 12 p.m. CST (Central Standard Time) for in-stock parts will ship the same day. Watson & Chalin cannot guarantee same-day shipments for customers who use another package service. Non-stock fabrications are subject to standard lead times and are not guaranteed to ship the same day the purchase order is sent. |
| MINIMUM PURCHASING REQUIREMENTS: | Customers with purchases less than \$25,000 within a 12 month period may have their account inactivated. |
| MINIMUM ORDERS: | Watson & Chalin has a \$75 minimum order requirement. |

RETURN / RESTOCK POLICY

Watson & Chalin may allow suspension and axle assemblies or other miscellaneous components purchased within six months and aftermarket parts/kits purchased within one year to be returned. Items returned are subject to a 25 percent re-stocking fee and must be returned freight pre-paid. Goods shipped collect without prior written authorization from the Watson & Chalin Customer Service Administrator (CSA) will be refused. Obsolete material is not eligible for return, and all returned material must be in salable condition. Additional rework charges may apply if Watson & Chalin is required to make the product salable. Goods deemed unsalvageable or for which rework charges would exceed the purchase price will be scrapped or returned at the customer's discretion. If a product is unique to a customer, Watson & Chalin may refuse to restock it.

PROCEDURE FOR RETURNING GOODS

- The customer contacts the Customer Service Representative (CSR) to obtain a Return Goods Authorization (RGA) number.
- The CSR checks to ensure the goods are not obsolete and that they have been purchased within the last six months for suspensions, trailer axles and other miscellaneous components and one year for aftermarket parts.
- The CSR completes the RGA form and submits for approval.
- Upon approval, the CSR sends the form to the customer.
- The customer returns the goods within 20 business days to the appropriate facility, noting the RGA number on the outside of the shipping package. Freight must be prepaid. All collect or COD shipments will be refused.
- After receipt and inspection of the returned goods, Watson & Chalin issues credit to the customer less the 25 percent re-stocking fee and any rework charges.

SHIPPING POLICY

A pick-up time on the promised ship date must be arranged in advance with our shipping personnel. If the order remains on our dock after three working days, the customer will be given three options:

- Set a definite pick-up date and time (within two working days).
- Let Watson & Chalin route the product (at the customer's expense).
- The order will be canceled, with the 25 percent re-stocking fee and all rework charges, if applicable, billed to the customer.

CLAIMS FOR SHORTAGES

When a shipment is received, please check its contents promptly. Any shortages must be reported to your CSR within seven working days of receipt of shipment (Please recheck the shipment before making a claim.) When reporting a shortage, please provide your purchase order number, our sales order number, our invoice numbers and the date of receipt at your facility.

*Actual product performance may vary depending upon vehicle configuration, operation, service and other factors.
All applications must comply with applicable specifications from Watson & Chalin and the respective vehicle manufacturer.
Contact Watson & Chalin for additional details regarding specifications, applications, capacities, and operation, service and maintenance instructions.*

Contact Watson & Chalin at 972.547.6020 for additional information.



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