

# **CUSTOMER POLICIES**

**SUBJECT:** U.S. OEM and Aftermarket Policies

**LIT NO:** L669

**DATE:** November 2011

**REVISION:** B

## **INTRODUCTION**

This publication covers Hendrickson Trailer Commercial Vehicle Systems OEM (original equipment manufacturer) and aftermarket policies. Questions relating to these policies should be directed to your Hendrickson outside sales representative or customer service representative (CSR). Exceptions are noted below:

- Advertising using Hendrickson's logo or name – Communications Manager at (330) 489-0050
- Technical Service – Hendrickson's Technical Service Department at (866)743-3247
- Warranty – Hendrickson's Warranty Department at (866) 743-3247

## **DISTRIBUTION POLICY**

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

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

## **FOB POINTS**

Hendrickson currently has five locations for manufacturing and shipping products to OEMs: Canton, Ohio; Mitchell, South Dakota; Lebanon, Indiana; Clarksville, Tennessee and Somerset, Kentucky.

For U.S. accounts, Hendrickson's default FOB point for most shipments of aftermarket parts is Lebanon, IN. At Hendrickson's discretion, our Mitchell, Clarksville or Somerset plants may occasionally be the FOB point, particularly for items manufactured solely in those facilities. Specific aftermarket customer orders that are requested to ship out of a location other than Lebanon will be limited to products manufactured at those locations. Some products are available only from specific plants. Check with your CSR for clarification. Please refer to the table below for FOB points by product.

| <b>FOB POINTS</b>      |                                                                                                                          |
|------------------------|--------------------------------------------------------------------------------------------------------------------------|
| <b>PLANT</b>           | <b>PRODUCTS</b>                                                                                                          |
| Lebanon, Indiana       | <ul style="list-style-type: none"><li>• INTRAAX® and VANTRAAX® suspensions systems</li><li>• Aftermarket Parts</li></ul> |
| Clarksville, Tennessee | <ul style="list-style-type: none"><li>• INTRAAX and VANTRAAX suspension systems</li></ul>                                |
| Somerset, Kentucky     | <ul style="list-style-type: none"><li>• INTRAAX suspension systems</li><li>• TRLAXLE® Trailer Axles</li></ul>            |
| Mitchell, South Dakota | <ul style="list-style-type: none"><li>• HT™ Series suspensions / fabrications</li></ul>                                  |
| Canton, Ohio           | <ul style="list-style-type: none"><li>• Vehicle controls</li></ul>                                                       |



## FREIGHT POLICIES

All shipments are made on a freight-collect basis. Customers are responsible for specifying their preferred carrier. Hendrickson 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), Hendrickson requires a dated, hard copy of the order from all customers. The PO must include part number(s) ordered, quantity, requested ship date, requested freight carrier, PO number, contact name, company name and ship-to information. Phone-in verbal orders must be followed up with a hard copy of the PO, which can be faxed or emailed to Hendrickson. All purchase orders must be clearly marked CONFIRMING, RESCHEDULE or MODEL NUMBER CHANGE, as appropriate.

## ORDER POLICIES

- 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 Hendrickson 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 3 p.m. EST (Eastern Standard Time) for in-stock parts will ship the same day. Hendrickson 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 \$100,000 in any calendar year may have their account inactivated.
- Minimum orders:** Hendrickson does not have a minimum order requirement.

## ORDER CANCELLATIONS / CHANGES

- **Undressed 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 15 percent re-stocking fee, all associated costs with vendor recovery, freight charges and any rework costs.
- **READY-TO-ROLL® (RTR®) Dressed Suspensions / Axles:** Orders that are 20 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 15 percent re-stocking fee, all associated costs with vendor recovery, freight charges and any rework costs.

Please note: Requests for cancellations within the specified time frames listed above are subject to approval by Hendrickson management.

### **RETURN / RESTOCK POLICY**

Hendrickson may allow suspension and axle assemblies or other miscellaneous components purchased within six months and aftermarket parts purchased within one year to be returned. Items returned are subject to a 15 percent re-stocking fee and must be returned freight pre-paid. Goods shipped collect without prior written authorization from the Hendrickson 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 Hendrickson 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, Hendrickson may refuse to restock it.

### **PROCEDURE FOR RETURNING GOODS**

1. The customer contacts the Customer Service Administrator (CSA) to obtain a Return Goods Authorization (RGA) number.
2. The CSA 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.
3. The CSA completes the RGA form and sends it to the customer.
4. The customer returns the goods within 20 business days to the appropriate facility, noting the RGA number on the outside of the shipping package.
5. After receipt and inspection of the returned goods, Hendrickson issues credit to the customer less the 15 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 days, the customer will be given three options:

1. Set a definite pick-up date and time (within two days).
2. Let Hendrickson route the product (at the customer's expense).
3. The order will be canceled, with the 15 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.

---

[www.hendrickson-intl.com](http://www.hendrickson-intl.com)

---



Hendrickson Canada  
250 Chrysler Drive, Unit #3  
Brampton, ON Canada L6S 6B6  
905.789.1030  
Fax 905.789.1033

Trailer Commercial Vehicle Systems  
2070 Industrial Place SE  
Canton, OH 44707-2641 USA

866.RIDEAIR (743.3247)  
330.489.0045  
Fax 800.696.4416

Hendrickson Mexicana  
Av. Industria Automotriz #200  
Parque Industrial Silva Aeropuerto  
Apodaca, N.L., México C.P. 66600  
+52 (81) 8288. 1300  
Fax +52 (81) 8288. 1301