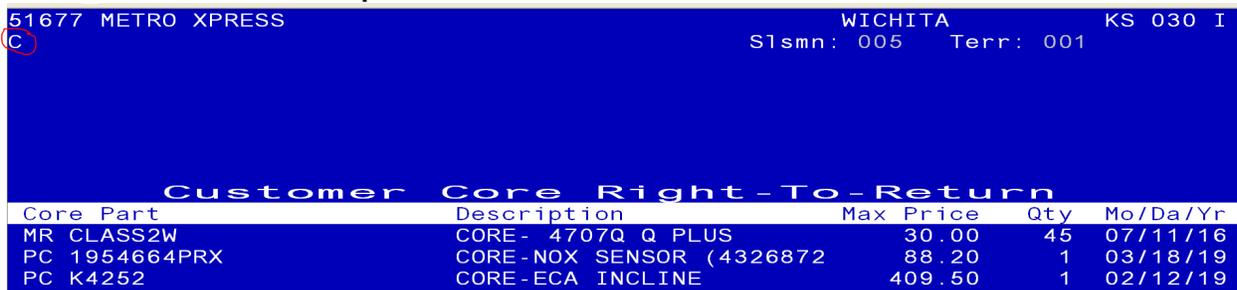


RETURNS PROCESS

The returns process is comprised of many parts. Please read and understand each aspect fully before accepting any returns.

Returning Cores over the front counter

1. You must first verify that the customer has core eligibility. This is accomplished by entering the customer name into Karmak. Under the customer's proper account, you must put a C and then press enter (Example below).



The screenshot shows a terminal window with a blue background. At the top left, it displays '51677 METRO XPRESS' and a circled 'C'. At the top right, it shows 'WICHITA KS 030 I', 'Slsmn: 005', and 'Terr: 001'. Below this, the text 'Customer Core Right-To-Return' is centered. Underneath is a table with five columns: Core Part, Description, Max Price, Qty, and Mo/Da/Yr. The table contains three rows of data.

| Core Part | Description | Max Price | Qty | Mo/Da/Yr |
|---------------|--------------------------|-----------|-----|----------|
| MR CLASS2W | CORE- 4707Q Q PLUS | 30.00 | 45 | 07/11/16 |
| PC 1954664PRX | CORE-NOX SENSOR (4326872 | 88.20 | 1 | 03/18/19 |
| PC K4252 | CORE-ECA INCLINE | 409.50 | 1 | 02/12/19 |

2. If the customer does not have eligibility in the system, yet claims to owe the core, please get our returns clerk involved.
3. Once the core is verified to have eligibility, please look up the original sales invoice. Reprint the invoice and put it with the part.
4. Verify that the core is a "GOOD" returnable core. If you are not sure, ask our Core manager for help.
5. Once you determine it to be a good core, verify the price paid on the original invoice.
6. Return the core in Karmak at its original purchase price.
7. Always reference the original invoice number after the return line on the invoice. That is accomplished by entering an M in place of the part number. Then enter a 1. You would space over under the message and enter the invoice number there.

RETURNS PROCESS

8. Then return the funds in the manner in which the original invoice was paid. It must be this way, no exceptions.
9. Have the invoice signed and scan it in the system. Give the customer their copy and thank them for their business.
10. Fill the green core tag out with all the pertinent information.
11. Place the core in the core return area.

Returning Cores from our customer's place of business.

1. You must first start with a returns log book.
2. Fill out the return log appropriately.
3. You have to put the part number with the original invoice number.
4. Always dictate that the part is a core return. Never just write return.
5. After the log is filled out properly, have the customer sign the log sheet.
6. Fill out the core sticker that is on the original box completely.
7. Once back at the dealership, place the core on the return shelf.
8. Place the return log sheet in the returns file.
9. Make sure if the customer has any special instructions, tell the returns clerk.
10. The returns clerk will complete all the appropriate steps as outlined in the front counter core returns process.
11. A copy of the return invoice will be emailed to the appropriate representative of the customer.

Returning parts over the front counter

RETURNS PROCESS

1. ALL special ordered parts WILL be charged a 15% restocking fee. This will not be charged to the customer if we ordered the wrong part/s. If the customer states the part/s are wrong, please verify this. If no replacement parts are purchased ask why. When in doubt, ask the returns clerk.
2. No shipping will be refunded. Refer to #1 if customer claims we ordered the wrong part/s.
3. No returns are accepted on electrical parts that have been installed.
4. Verify the part is in saleable condition. The box/package must be presentable for resale. A repackaging fee can be applied if unacceptable.
5. Verify the original purchase invoice.
6. Verify the original purchase price.
7. Return on the invoice at the original purchase price.
8. Charge back any and all coupons redeemed on the original invoice.
9. Enter the original invoice number in the message field.
10. Then return the funds in the manner in which the original invoice was paid. It must be this way, no exceptions.
11. Have the invoice signed and scan it in the system. Give the customer their copy and thank them for their business.
12. If the part is in saleable condition, put it in its appropriate bin location.
13. If a re boxing is in order, give the part to the returns clerk.
14. If it was a special ordered part, give it to the returns clerk. The returns clerk will determine if the part will be returned to the vendor or stocked in our inventory.

RETURNS PROCESS

Returning parts from our customer's place of business.

1. You must first start with a returns log book.
2. Fill out the return log appropriately.
3. You have to put the part number with the original invoice number.
4. Always dictate that the part is a new part return.
5. Give the reason the part is being returned. Never just write return. We must know the reason.
6. After the log is filled out properly, have the customer sign the log sheet.
7. Once back at the dealership, place the part on the return shelf.
8. Place the return log sheet in the returns file.
9. Make sure if the customer has any special instructions, tell the returns clerk.
10. The returns clerk will complete all the appropriate steps as outlined in the front counter returns process.
11. A copy of the return invoice will be emailed to the appropriate representative of the customer.