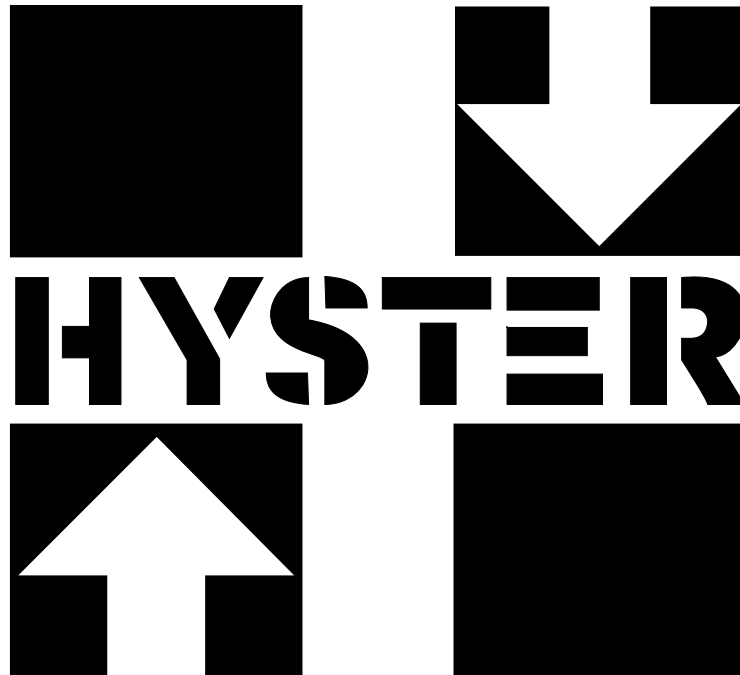


**HYSTER PARTS RETURN
POLICIES AND PROCEDURES**



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PARTS RETURNS AND CLAIMS

POLICY AND PROCEDURES

CONDITIONS FOR RETURN

SUBJECT

Conditions for parts returns

PURPOSE

To list the conditions when parts may be returned.

POLICY/PROCEDURE

With prior written consent, Hyster Company will accept new and unused service parts, subject to the following conditions:

- All parts accepted for credit must be new, in original packaging, in resalable condition, properly identified, and originally purchased as service parts from the NMHG Parts Distribution Center.
- Parts are accepted for return in accordance with the parts return policies and procedures as established at the time of the return.
- Any line item in which the extended value is less than ten (\$10.00) dollars dealer net will not be accepted.
- Any item which is coded as Non-Returnable by Nature on the quarterly price file such as hose, gaskets, and aerosols, etc. is not returnable.
- Vendor Direct Ship parts such as batteries, seats, tires, etc., will not be accepted for return credit under guidelines of the annual return policy. See individual product policy for information concerning direct ship parts returns.
- Multipacks (package quantities) must be returned complete. "Broken" packages will not be accepted.
- Structural items such as counterweights, masts, frames, cylinders, channels, etc., will not be accepted.
- All parts must be returned within 30 days from the date of authorization.
- All parts must be returned "freight prepaid" unless authorized by NMHG to return them freight collect or consignee billing, if the carrier is UPS, to the location designated by NMHG. The authorization # must appear on the outside of the package and on the Bill of Lading or shipping documentation that accompanies the part.

PARTS RETURNS AND CLAIMS

POLICY AND PROCEDURES

CONDITIONS FOR RETURN

- New parts that are not accepted for return credit due to rust, corrosion, usage, etc., will be returned at the dealer's expense.
- In most cases, credit will be issued for accepted return parts, at the dealer's net in effect at the time of the return authorization, less a handling charge as specified in the current Parts Return Policy.
- When authorized to return parts to NMHG, include the "Packing List Copy" with your parts shipment. Use the appropriate shipping label available from Foxfire.

SCOPE

This includes conditions for return for Hyster and Unisource Parts.

FINAL AUTHORITY

Manager Customer Satisfaction, Parts – PDC

ANNUAL RETURN PRIVILEGE

SUBJECT

Surplus Parts / Annual Return Privilege

PURPOSE

To establish guidelines for Hyster dealerships to participate in the annual return of surplus parts.

POLICY

- Hyster dealers will be authorized to return five percent (5%) of the total net parts purchased on “Stock” and “FAST” orders during the previous calendar year.
- The calculation is based on net parts purchased from Hyster after all sales credits and returns are deducted.
- Each dealer will be notified semi-annually of the total dealer amount of their semi-annual parts return privilege before restocking charges are applied.
- A restocking fee of fifteen percent (15%) will be deducted from the total credit of parts accepted for return.
- An annual surplus return may consist of any parts, previously purchased from the NMHG Parts Distribution Center, except parts classified as Non-Returnable by Nature and Vendor Direct Ship program items. Line item extension and broken bulk pack rules will also be enforced.
- Dealers will be assigned four surplus parts return dates annually scheduled three months apart. You may submit an authorization request for +/- 5% of the quarterly return allotment. No more than 5% may be carried forward from quarters 1&3 to quarters 2&4. Dollars not utilized at the end of quarters 2 & 4 will be forfeited.
- Parts return authorization requests should be submitted electronically through the HSN system. Authorization requests received manually at the PDC will be subject to a \$1.00 per line administrative fee.
- Parts return authorization requests should be received at the PDC 15 days prior to your assigned return month. Parts must be received for processing within 30 days from issuance of authorization. Authorizations which do not meet these stated guidelines will be subject to denial for that period and parts returned to the dealer at the dealer's expense.

PARTS RETURNS AND CLAIMS

POLICY AND PROCEDURES

ANNUAL RETURN PRIVILEGE

- NMHG will process the Parts Return Request Authorization and will return the signed authorization to the dealer along with the parts return tags. Parts return tags must be affixed to each part returned. Only those items on the authorization form indicated as “parts approved for return” will be accepted. Credit will not be issued for other parts included in the returns.
- All parts must be packaged securely in a container. Each container must have a Hyster label affixed to the outside, noting the Parts Return Authorization number. The packing list copy of the “Parts Return Authorization” must be visibly placed inside the container or attached to the container’s side. If more than one container is required, mark the outside of each container in sequence (example 1 of 3, 2 of 3, 3 of 3). Place the packing list in “Container Number 1”.
- All parts must be returned “freight prepaid” to the location designated by Hyster within forty-five (45) days of issuance of authorization. If parts are not received prepaid, freight amount plus twenty percent (20%) will be deducted from the credit.
- Upon receipt at the return location designated, an inspection will be made based on NMHG’s conditions for return. Credit will be issued at the current net price in effect at the time of the authorization, less applicable restocking and freight charges, for all parts that meet the condition for return policy.
- Rejected parts will be shipped back to dealer at dealer’s expense.

SCOPE

Includes Hyster and Unisource Parts according to the criteria stated above.

FINAL AUTHORITY

Manager Customer Satisfaction, Parts – PDC

DEALER ORDERED IN ERROR

SUBJECT

Parts ordered in error

PURPOSE

To establish guidelines for Hyster dealers to return parts ordered in error.

POLICY

- Parts ordered in error by the dealer, that are shipped from the NMHG Parts Distribution Center and have an extended dealer net line value in excess of \$10.00, are eligible for return.
- All non-returnable items must have shipped from the NMHG Parts Distribution Center inventory; appear on the original order as shipped; and not have been manufactured specifically for your order (back orders do not qualify), which include items classified as non-returnable by nature.
- To qualify for credit the dealer must file for a return authorization number within thirty (30) days of shipment.

PROCEDURE

- The return request must be submitted electronically via the ExClaim system.
- Manual requests must be sent to the Parts Services Department in Danville, Illinois and will be assessed a \$10.00 administrative fee for processing. A copy of the original invoice must accompany manual requests.
- All parts are to be returned “freight prepaid” to the location designated by NMHG and must be authorized prior to parts return. The dealer is responsible for all freight expenses.
- Authorization for return is valid for thirty (30) days.
- After verification that the part(s) returned are in new and resalable condition, credit will be issued at the Hyster dealer net price less a 15% restocking and handling fee.

SCOPE

Includes Hyster and Unisource Parts, which are subject to the conditions outlined in this policy.

FINAL AUTHORITY

Manager Customer Satisfaction, Parts – PDC

INCORRECT PARTS SHIPPED

SUBJECT

Return of incorrect parts shipped.

PURPOSE

To establish guidelines for return of parts which were incorrectly shipped due to error.

POLICY

- To qualify for credit the dealership must file a request for return within ninety (90) days of shipment. Request must include an explanation of the error.

PROCEDURE

- The return request must be submitted electronically via the ExClaim system.
- Manual requests must be sent to the Parts Services Department in Danville, Illinois and will be assessed a \$10.00 administrative fee for processing. A copy of the original invoice must accompany manual requests.
- Upon inspection and verification of the error, credit will be issued at the invoice price billed for the part(s) plus all freight expenses and any surcharges for emergency or Red Alert orders.
- Parts are to be returned freight collect or consignee billing, if the carrier is UPS, to the location designated by NMHG. The authorization # must appear on the Bill of Lading or shipping documentation that accompanies the part. A shipping label available from Foxfire should be affixed to the outside of the packaging also noting the authorization #.
- Parts received which are not in new and resalable condition or deemed correct per the inspection process, will be returned to the dealer at the dealer's expense and assessed a \$50.00 NCDR fee (Non-Conforming Dealer Return).

SCOPE

Parts shipped by Hyster.

FINAL AUTHORITY

Manager Customer Satisfaction, Parts – PDC

SHORT-SHIPMENTS AND OVER-SHIPMENTS

SUBJECT

Shortage and overage in Hyster shipments, resulting in incorrect quantity of parts received.

PURPOSE

To establish guidelines for parts shipment discrepancies ordered and invoiced to dealer.

POLICY

- Claims for shortages and overages must be filed electronically via the ExClaim system.
- Short shipments must be filed within thirty (30) days after shipment.
- Manual requests must be sent to the Parts Services Department in Danville, Illinois and will be assessed a \$10.00 administrative fee for processing. A copy of the original invoice must accompany manual requests.

SCOPE

All quantity discrepancies of parts shipped by Hyster.

FINAL AUTHORITY

Manager Customer Satisfaction, Parts - PDC

RECORDS ERROR

SUBJECT

Return of incorrect parts received due to a records error or incorrect technical data.

PURPOSE

To establish return guidelines for incorrect parts received due to a Hyster Service Parts Catalog error or incorrect information received from the NMHG Customer Service Department or NMHG Dealer Satisfaction - Parts Department.

POLICY

. Incorrect parts received due to a Hyster Service Parts Catalog (paper or electronic) error or incorrect information received from the NMHG Customer Service Department or NMHG Dealer Satisfaction – Parts Department are eligible to return.

- To qualify for a credit the dealer must submit a request for return within thirty (30) days of shipment.

PROCEDURE

- Claims for records errors must be filed electronically via the ExClaim system. An explanation of the error must be included along with the required information in the ExClaim system.
- Manual requests must be sent to the Parts Services Department in Danville, Illinois and will be assessed a \$10.00 administrative fee for processing. Manual requests must also include an explanation of the error, a copy of the page in error and a copy of the original invoice.
- Upon inspection and verification of the error, credit will be issued at the invoice price billed for the parts, plus all freight expenses and surcharges for emergency or Red Alert orders.
- Parts are to be returned freight collect or consignee billing, if the carrier is UPS, to the location designated by NMHG. The authorization # must appear on the Bill of Lading or shipping documentation that accompanies the part. A shipping label available from Foxfire should be affixed to the outside of the packaging also noting the authorization #.
- Parts received which are not in new and resalable condition or deemed correct per the inspection process, will be returned to the dealer at the dealer's expense and assessed a \$50.00 NCDR fee (Non-Conforming Dealer Return).

SCOPE

All incorrect parts received due to a records error or incorrect technical data.

FINAL AUTHORITY

Manager Customer Satisfaction, Parts - PDC

SHIPPED AFTER APPROVED CANCELLATION

SUBJECT

Return of parts shipped after cancellation by your Dealer Services Contact

PURPOSE

To establish return procedures for parts shipped after approved cancellation.

POLICY

- Parts are eligible for return once the dealership has received faxed or E-mail confirmation from NMHG.
- To qualify for credit the dealer must submit a request for return within thirty (30) days of shipment.

PROCEDURE

- The return request must be submitted on a Hyster Parts Return Request and Authorization form together with a copy of the invoice detailing the incorrect shipment, freight expense and copy of the confirming fax, E-mail or print screen of on-line cancellation.
- All requests must be sent to the Parts Services Department at the PDC.
- Parts are to be returned freight collect or consignee billing, if the carrier is UPS, to the location designated by NMHG. The authorization # must appear on the Bill of Lading or shipping documentation that accompanies the part. A shipping label available from Foxfire should be affixed to the outside of the packaging also noting the authorization #.
- Upon inspection and verification of error, credit will be issued at the invoice price billed for the part(s), plus any applicable freight or surcharge expenses.

SCOPE

Includes Hyster and Unisource Parts.

FINAL AUTHORITY

Manager Customer Satisfaction, Parts – PDC

HYSTER DEALER'S SALES AND SERVICE AGREEMENT TERMINATION

SUBJECT

Parts return due to "Hyster Dealer's Sales and Service Agreement" termination

PURPOSE

To establish standard guidelines for returned parts due to agreement termination.

POLICY

- Upon termination of the "Hyster Dealer's Sales and Service Agreement" by Hyster, Hyster shall exercise its obligation under the selling agreement to repurchase all parts purchased by the affected dealership from Hyster, which are in the dealership inventory, and qualify within Hyster stocking categories), that are in new and resalable condition.
- All repurchases shall be based on the terms, prices, procedures and conditions stated in this policy document.
- The affected dealership must exercise their parts repurchase option, in writing to Hyster, within thirty (30) days of the termination date of the agreement.

- **QUALIFIED PARTS FOR RETURN**

- All parts accepted for return must be in new, in original packaging, in resalable condition, properly identified, and shown to have been originally purchased from the NMHG Parts Distribution Center, or as determined by the company.
- Any line items in which the extended line item value is less than ten dollars (\$10.00) dealer net will not be accepted.
- Any item which is no longer available through Hyster or has been superseded as shown in the current Hyster Service Parts Price Tape, cross reference files or via the "RAPID" part inquiry is not returnable.
- Vendor direct ship items such as batteries, seats, tires, etc., are not returnable.
- Multipacks (package quantities) must be returned complete, i.e. the original package quantity, broken packages are not returnable.
- Structural items such as counterweights, masts, frames, channels, cylinders, etc., are not returnable.

**HYSTER DEALER'S SALES AND SERVICE AGREEMENT TERMINATION
PROCEDURE**

- The dealership must submit a list of parts to be considered for repurchase to the Parts Services Department at the PDC within thirty (30) days of the termination of the agreement.
- The listing must be legible and indicate the requested return quantity and Hyster part number. This must be attached to a Hyster Parts Return Request and Authorization form.
- The parts return listing will be processed and a Parts Return Authorization will be returned to the dealership along with the corresponding Parts Return Tags.
- Only those items indicated on the authorization as “Parts Approved for Return” will be accepted.
- Parts Return Tags must be affixed to each part returned.
- All parts must be packaged securely in a protective container. Each container must have a Hyster return label affixed to the outside noting the Parts Return Authorization number.
- The packing list copy of the Parts Return authorization must be placed inside the container or attached to the container's side. If more than one container is required, mark the outside of each container in sequence. (example 1 of 3, 2 of 3, 3 of 3) Packing list should be with container number one.
- Hyster is responsible for all freight expenses to return parts, with the exception of Dealer breach of contract. All parts must be shipped freight prepaid to the location designated by NMHG.
- Upon receipt of the returned parts, an inspection will be made based on NMHG's qualifications for returned parts. Credit will be issued to the dealer's account at the current dealer net prices in effect, less a fifteen percent (15%) restocking charge.
- Parts and Service Records
This repurchase agreement states that, within thirty (30) days of the effective date of the termination of the dealer selling agreement, the dealer shall deliver to NMHG, at a place designated by NMHG, freight collect, all of the dealer's Hyster and Unisource Parts manuals (paper or electronic), price lists, price fiche, cross reference fiche, microfiche records on individual trucks master parts catalog, service and parts bulletin fiche, as well as all Hyster and Unisource literature and brochures.

HYSTER DEALER'S SALES AND SERVICE AGREEMENT TERMINATION

TERMINATION OF DEALER'S SALES AND SERVICE AGREEMENT BY DEALER

Should the Sales and Service Agreement be terminated by the dealer, all returns of service parts must be negotiated with the Dealer Development Staff at Hyster Company.

Parts and Service Records

This repurchase agreement states that, within thirty (30) days of the effective date of the termination of the dealer selling agreement, the dealer shall deliver to NMHG, at a place designated by NMHG, freight collect, all of the dealer's Hyster and Unisource Parts manuals (paper or electronic), price lists, price fiche, cross reference fiche, microfiche records on individual trucks master parts catalog, service and parts bulletin fiche, as well as all Hyster and Unisource literature and brochures.

SCOPE

Includes Hyster and Unisource Parts as outlined in the above policy and procedure

FINAL AUTHORITY

Manager Customer Satisfaction, Parts – PDC

QUALITY CONTROL RECALL OF PARTS

SUBJECT

Parts recall

PURPOSE

To establish criteria for a parts return due to a quality control recall.

POLICY

- Hyster will accept, without prior approval, any part which is recalled by NMHG's Quality Control Department.
- Hyster will accept the return of recalled parts regardless of category.
- Dealers must return parts within the period or dates specified in the Notification.

PROCEDURE

- When a Notification is received from Hyster that requests a recall, complete a "Hyster Parts Return Request and Authorization" form and mark the form "RECALL" and note the referenced Recall number.
- Recall parts may be returned per instructions on the parts recall Notification.
- Parts are to be returned freight collect or consignee billing, if the carrier is UPS, to the location designated by NMHG. The Recall# must appear on the Bill of Lading or the shipping documentation that accompanies the parts.

SCOPE

All parts that are recalled by NMHG's Quality Control Department.

FINAL AUTHORITY

Manager Customer Satisfaction, Parts – PDC

DIRECT SHIPMENT FROM VENDORS

SUBJECT

Parts return requests that are directly shipped from the vendor.

PURPOSE

We cannot provide universal instructions regarding the return process of parts shipped directly by a vendor, due to the frequency of change in vendor and change in vendor policies.

POLICY/PROCEDURE

- Instructions relative to direct shipment material are included in the individual parts product bulletins for each program. Please refer to those bulletins when inquiring about a specific vendor return policy.

SCOPE

All parts directly shipped from a vendor.

FINAL AUTHORITY

Manager Customer Satisfaction, Parts - PDC