

GETMAN CORPORATION STANDARD PARTS POLICY Effective November 15, 2022

1. SCOPE OF POLICY. GETMAN has created the following Standard Parts Policy for Distributors/Customers to establish a procedure and protocol for activities related to parts pricing, ordering, order processing, shipping, return processing, payment, order cancellation, and parts warranty. This policy supersedes all related previous policy statements.
2. PARTS PRICING. December of each year, GETMAN publishes its Parts Price Book containing the current Global List Prices. Price updates take effect February 1st of that following year. The new price book supersedes any existing book or prices that may be in effect at that time.
 - A. For specific queries on parts prices or related issues, GETMAN Parts Support Specialists are available at +1-269-427-5611 option 3/ extension 302 or at parts@getman.com.
 - B. GETMAN Parts Order Desk operates Monday through Friday 7:00 AM to 4:30 PM, Eastern Standard Time (EST).
3. PARTS ORDERING.
 - A. ORDER TYPES
 - i. STOCK ORDERS: Orders placed by Distributors/Customers for establishing or replenishing stock levels at either their or their customer/site locations. These orders will be processed within the regular published lead time of the parts ordered in the sequence they are received by the GETMAN Parts Order Desk.
 - ii. EMERGENCY/MACHINE DOWN ORDERS: Orders to be processed as top priority from GETMAN warehouse or sourced by GETMAN in an expedited manner and made available to Distributors/Customers on a priority basis. GETMAN will make the extra effort to reduce the published lead times for such orders.
 - iii. NOTE: “**Emergency/Machine Down**” must be visibly marked on the Purchase Order.
 - B. HOW TO PLACE A PARTS ORDER: All orders should be placed through the GETMAN Parts Order Desk via email at parts@getman.com.
 - i. Distributor/Customer will provide to GETMAN any weight and dimension restrictions relating to a given order prior to the shipping notification process including the maximum allowed size and weight of each pallet/skid.
 - ii. Distributor/Customer will provide a list of recipients of shipping related communications/notification.
 - iii. All orders should contain:
 - a) Billing address
 - b) Shipping address
 - c) Purchase order number
 - d) Correct payment terms
 - e) Correct Inco Terms: International orders: EXW, Kalamazoo, MI, US- Routed Transaction. Domestic orders: FOB KZ FREIGHT (applicable domestic freight payment term as directed by Distributor Agreement)
 - f) Getman part number
 - g) Quantity

h) Current valid unit price on all orders

4. PARTS ORDER PROCESSING. GETMAN is encouraging its Distributors/Customers to use proper stock level planning and strive to provide GETMAN with weekly orders for their operation.
- A. STOCK ORDERS: Will be processed upon their receipt by picking, packing, and readying for shipment of all parts readily available in GETMAN stock. If order is not marked "ship complete" GETMAN will fulfill order through multiple separate shipment as parts in backlog are becoming available. Stock orders for Distributors/Customers set up for weekly or other regular scheduled order pickup:
- i. Stock orders received before the cut-off time agreed with the given Distributor/Customer will be released for pick up by the Distributor's/Customer's designated carrier/broker on the scheduled weekly or otherwise agreed shipping day.
 - ii. Stock orders received after the cut-off time agreed with the given Distributor/Customer will be released for pickup by the Distributor's/Customer's designated carrier/broker on the next scheduled weekly (or otherwise agreed) shipping day.
 - iii. Back-ordered parts will be released for pickup by Distributor's/Customer's designated carrier/broker on the next scheduled weekly (or otherwise agreed) shipping day following their availability in GETMAN's stock.
- B. EMERGENCY/MACHINE DOWN ORDERS: GETMAN is encouraging its Distributors/Customers to use proper forward-looking planning and maintain suitable stock levels for their operation to achieve greater customer/site satisfaction by timely parts availability. While the above reflects its philosophy, GETMAN also understands that not all parts usage can be accurately forecast, and there are emergencies when expedited parts deliveries are necessary to reduce machine down time. That is why Distributors/Customers have at their disposal the option of placing Emergency/Machine Down orders under the following assumptions:
- i. Parts available in GETMAN stock will be ready for pickup by Distributor's/Customer's designated carrier/broker the same day if purchase order is received at GETMAN *before* 3:00 PM EST.
 - ii. If the part is not in stock, GETMAN will work with its suppliers and/or GETMAN Manufacturing to expedite receipt of part as soon as possible.
 - a) Parts that are not available in GETMAN stock will be ready for pickup by Distributor's/Customer's designated carrier/broker on the same day GETMAN receives them.
 - iii. For all Emergency/Machine Down orders, an expediting fee in the amount of 10% of the full order value with a minimum of \$100.00 USD will be charged at GETMAN's discretion in addition to any associated extra costs passed on by GETMAN suppliers. Getman will pass on expediting fees that are charged by Suppliers based on prior approval from the dealer/customer of such charges.
- C. STANDARD ORDERING GUIDELINES. GETMAN requires the complete information described in section 3, subsection ii. to promptly and accurately process orders. GETMAN responsibilities:
- i. GETMAN will provide an Order Acknowledgment to Distributor/Customer confirming order receipt and estimated shipping advisement date
 - ii. When shipments are available GETMAN will provide:
 - a) GETMAN shipping dock pick-up hours
 - b) Shipment shipping dock pick-up hours
 - c) Number of packages/skids(pallets)
 - d) Packing slip(s)

- e) Invoices
 - f) USPPi Export ROUTED TRANSACTION data for each line item:
 - 1) Country of origin
 - 2) Schedule B code
 - 3) Part description
 - 4) GETMAN EIN#
 - 5) Quantity/Unit of measure
 - iii. NOTE: No items may be added or removed from shipment after this notification takes place. A new order resulting in a new separate shipment must be created for any additions or changes to the original shipment. In case a new shipment needs to be created involving re-packaging of goods, canceling, and reissuing of invoices and other relevant documentation, at GETMAN's discretion a one-time fee of 500.00 USD will be charged per shipment.
- D. Distributor/Customer responsibilities:
- i. For International Shipments
 - a) Make all arrangements with the Trade Agent/Broker of its choice
 - b) Establish Power of Attorney between Distributer/Customer and Trade Agent/Broker in arranging for filing of the AES with US Government on behalf of the Distributer/Customer.
 - c) Arrange all international documents required for exporting/importing of goods and provide GETMAN:
 - d) Carrier name
 - e) ITN Number (receipt of AES filing)
 - f) Waybill/BOL (prior to shipment release)
 - ii. For Domestic Shipments
 - a) Make all arrangements with the carrier/broker of its choice and provide GETMAN:
 - b) Waybill/BOL (prior to shipment release)
 - iii. NOTE: Waybill/BOL must reference Sales Order being picked up. Driver will be turned away at Distributer/Customer expense if GETMAN does not receive this document.
 - a) If order pick up is not arranged by Distributer/Customer within 7 days from first notification that shipment is ready for pick up, GETMAN holds the right to charge Distributer/Customer \$150 weekly storage fee for the ordered goods.
 - b) Shipment tracking/lost/misdirected/damaged parts claims and correspondence on such should be settled solely between Distributer/Customer and the Distributer's/Customer's designated carrier/broker.
5. PAYMENT TERMS:
- A. Invoicing: Goods on EXW-based orders are invoiced by GETMAN when the order is made available for pickup. Invoice is included with shipment availability notification sent to Distributer/Customer.
 - B. Credit Card Processing: GETMAN only accepts credit card payments from customers in the United States with established GETMAN accounts. All credit card transactions are subject to a 4% processing fee.
 - C. Payment Terms: As per the Distributer/Customer Agreement in effect between GETMAN and Distributer/Customer.
6. ORDER CANCELLATION: Orders cannot be cancelled without prior agreement from GETMAN. All cancellations should be requested via e-mail to parts@getman.com. Written acknowledgement will be provided stating the cancellation and any applicable cancellation fees. Orders can ONLY be cancelled or altered prior to shipping. Orders cannot be cancelled after pickup. Order cancellations are subject to the following fees:

- i. 20% of order value for standard GETMAN stock parts
 - ii. 50% of order value for non-stock parts from external vendors, subject to possibility of manufacturer's order cancellation.
 - iii. 100% for custom made-to-order/special-order parts.
7. **RETURNS:** Annual returns are between September and December, Distributors/Customers may request to return unused parts stock/inventory for credit. Return Material Authorization (RMA) can be requested at parts@getman.com
 - A. The following parts will not be considered for return:
 - i. Parts with <0 turns in the past 1 year in Distributor/Customer stock
 - ii. Electrical parts
 - iii. Rubber parts i.e., hoses, belts, seals, weather strips
 - iv. Rusty used, installed/previously installed, or damaged parts
 - v. Kits that have been opened
 - vi. Glass
 - vii. Filters
 - viii. Special order/non-stocked parts (may be considered on a case-by-case basis)
 - ix. Parts with damaged or missing original content
 - B. Upon approval parts must be shipped to GETMAN, INCO term, DDP, Kalamazoo, MI, USA to the address stated on the RMA before the expiration of the RMA. The party returning parts must obtain at its own risk and expense any export and import license and other official authorization or other documents and carry out all customs formalities necessary for the export of the goods, for their transit through any country, and for the import of said goods.
 - C. Goods must be packaged to prevent shipping damage and have a packing slip referencing the RMA number included with the package. Proof of shipment needs to be provided to GETMAN within the validity of the RMA, otherwise the RMA will expire on the published date provided on the RMA. Upon receipt and inspection, the GETMAN Parts Team will provide Distributor/Customer GETMAN's decision, inclusive of the reason for any denial. Parts will remain the property of the Distributor upon return to GETMAN, with GETMAN providing storage during the RMA process and for up to 30 calendar days after the completion of the RMA process. If a Distributor/Customer does not arrange for return shipment (DDP, Kalamazoo, MI, US) or notify GETMAN of its intent to relinquish ownership of parts not accepted for reimbursement within 30 days of the finalization of the RMA, the parts will become the property of GETMAN and will be repurposed or disposed at GETMAN's discretion. New parts of acceptable quality being returned for credit are subject to the following restocking fee:
 - i. 20% for parts up to 2 years old
 - ii. 50% for parts 2 years old or older
 - iii. Part older than 2 years are eligible for return only at GETMAN's discretion
 - D. Credit amount will be based on original Distributor/Customer purchase price and the applicable restocking fee. A credit note will be issued to Distributor within 60 days from the RMA process finalization.
 - E. Part return for full cost reimbursement based on invoiced price will be accepted at any time if:
 - i. Parts shipped in error and/or duplicated orders caused by GETMAN
 - ii. Incorrect part number was listed in GETMAN parts manual or supplied by GETMAN Representative
 - iii. Parts shipped in error and/or duplicated orders caused by GETMAN

8. PARTS WARRANTY. GETMAN warrants new Parts supplied by GETMAN to be free from defects in material and workmanship for limited warranty periods and subject to the terms and limitations outlined in the GETMAN “Warranty Terms and Conditions PR-AFM-0100”. Reference to this document should be made prior to submitting a warranty claim.
- A. Parts Warranty claims **must** be completed **online** using the GETMAN Warranty and Service Portal at portal.getman.com by an Authorized Distributor as outlined in “Warranty Claim Procedure – PR-WAR-0150”. Reference to this document should be made prior to submitting a warranty claim. At a minimum, all claims must include:
- i. Digital photographs of the failure,
 - ii. Equipment serial number (if the part was installed on equipment),
 - iii. Engine hours (if the part was installed on equipment)
 - iv. Service history records (if the part was installed on equipment),
 - v. Detailed information about the operations prior to the failure occurring (if the part was installed on equipment).
- B. NOTE: If required to be returned for review, parts must be packed and shipped to GETMAN, INCO term, DDP, Kalamazoo, MI, USA to the address stated on the RMA before the expiration of the RMA. The party returning parts must obtain at its own risk and expense any export and import license and other official authorization or other documents and carry out all customs formalities necessary for the export of the goods, for their transit through any country, and for the import of said goods.
9. APPEALS. Appeals on warranty claim decisions should be done according to the GETMAN Warranty Terms and Conditions described in PR-AFM-0100.