

CUSTOMER POLICIES

SUBJECT: U.S. OEM and Aftermarket Policies
LIT NO: L669
DATE: November 2020 **REVISION:** C

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 six (6) locations for manufacturing and shipping products to OEMs: North Canton, Ohio; Mitchell, South Dakota; Lebanon, Indiana; Clarksville, Tennessee; Somerset, Kentucky and Navarre, Ohio.

For U.S. accounts, Hendrickson ships most aftermarket parts from our seventh (7th) facility, also located in Lebanon, IN. At Hendrickson’s discretion, our Mitchell, Clarksville, Lebanon, Navarre 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.

FOB POINTS	
Plant	Products
180 Mt. Zion Rd. Lebanon, Indiana	<ul style="list-style-type: none">• INTRAAX® and VANTRAAX® suspension systems• AMBOX™
151 International Blvd. Clarksville, Tennessee	<ul style="list-style-type: none">• INTRAAX and VANTRAAX suspension systems
565 Pin Oak Dr. Somerset, Kentucky	<ul style="list-style-type: none">• INTRAAX suspensions systems• TRLAXLE® Trailer Axles• HTRAAX™
5701 Airport Rd. Mitchell, South Dakota	<ul style="list-style-type: none">• HT™ Series suspensions / fabrications
9260 Pleasantwood Ave. NW North Canton, Ohio	<ul style="list-style-type: none">• TIREMAAX®• Vehicle controls
4500 Sterilite St. NE Navarre, Ohio	<ul style="list-style-type: none">• INTRAAX suspensions systems
210 N. Enterprise Blvd. Lebanon, Indiana	<ul style="list-style-type: none">• Aftermarket Parts



FREIGHT POLICIES

All shipments are made on a freight-collect basis. Customers are responsible for specifying their preferred carrier at the time a purchase order is submitted. 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.

Small package carriers (UPS and FedEx) shipping charges are prepaid and added to the invoice, unless otherwise specified by the customer. Customers requesting a package service other than UPS or FedEx must provide their account number prior to shipment.

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 (3) days, the customer will be given three options:

1. Set a definite pick-up date and time (within two (2) days).
2. Let Hendrickson route the product (at the customer's expense).
3. The order will be canceled, with the fifteen (15) percent re-stocking fee and all rework charges, if applicable, billed to the customer.

CLAIMS FOR DISCREPANCIES

When a shipment is received, please check its contents promptly. Any discrepancies must be reported to your CSR within seven (7) working days of receipt of shipment (Please recheck the shipment before making a claim.) When reporting a discrepancy, please provide your purchase order number, our sales order number, our invoice numbers and the date of receipt at your facility.

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 (3) business days. Non-stock part lead times vary according to the component ordered. Larger stocking orders are shipped within four (4) weeks. 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 orders shipping UPS RED or UPS BLUE received before 2 p.m. EST (Eastern Standard Time) or shipping FedEx Next Day or FedEx Second Day Air received before 11 a.m. EST 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 (10) 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 fifteen (15) percent re-stocking fee, all associated costs with vendor recovery, freight charges and any rework costs.
- **RTR® READY-TO-ROLL® Dressed Suspensions / Axles:** Orders that are twenty (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 fifteen (15) percent re-stocking fees, all associated costs with vendor recovery, freight charges and any rework costs.
- **Aftermarket Parts:**
 - For U.S. Customers, stock orders that are twenty (20) working days prior to the promised ship date(s) are considered firm. No cancellations, rescheduling or changes are permitted (e.g., quantity, ship date or part number changes). If any orders are canceled or changed within this time, they are subject to a fifteen (15) percent re-stocking fees, all associated costs with vendor recovery, freight charges and any rework costs.
 - Fabricated parts / special order parts: Orders that are ten (10) working days or less are considered firm on most fabricated and special-order parts. There could be exceptions. Check with your CSR for clarification.

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 (6) months and aftermarket parts purchased within twelve (12) months to be returned. Items returned are subject to a fifteen (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 (6) months for suspensions and other miscellaneous parts, trailer axles and other miscellaneous components and twelve (12) months for aftermarket parts.
3. The CSA completes the RGA form and sends it to the customer.
4. The customer returns the goods within thirty (30) 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 fifteen (15) percent re-stocking fee and any rework charges.
6. If parts are not received within thirty (30) days and customer has not provided proof of shipping, the RGA will be reviewed for cancelation or extension.



Actual product performance may vary depending upon vehicle configuration, operation, service and other factors.

*All applications must comply with applicable Hendrickson specifications and must be approved by the respective vehicle manufacturer with the vehicle in its original, as-built configuration.
Contact Hendrickson for additional details regarding specifications, applications, capacities, and operation, service and maintenance instructions.*

Call Hendrickson at 330.489.0045 or 866.RIDEAIR (743.3247) for additional information.



www.hendrickson-intl.com

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