



Bezares Return Policy

Dear Valued Customer,

This policy applies to both Parts Distribution Center (PDC) and Direct Ship returns for affected Bezares Mobile Power Program.

Following this policy will expedite the processing of returns and prompt issuance of credit for returned material.

Please note that this policy replaces all existing return policies and **excludes any warranty return specifications.**

Eligible Product

Eligible – Eaton **WILL** accept:

- Stocking/PDC and direct ship orders returned within (1) calendar year from purchase date.

Note: Obsolete or parts that have undergone engineering changes will be accepted up to (1) calendar year from the date of obsolescence or engineering change.

- Eaton will accept **one product return per calendar year** from each customer.

Note: The combined value of returns can be no more than 4 percent of the prior calendar year's purchases.

- All documents and communication must be in the English language.

Not Eligible – Eaton **WILL NOT** accept:

These items are not eligible due to various environmental factors and customer defined specifications:

- Gaskets and/or gasket kits
- O-rings and/or O-ring kits
- Seals and/or seal kits

Verify Basic Surplus Return Requirements

Product and Package Conditions:

Non-Package Parts

- Like-new
- Saleable condition
- Part must be free of rust or debris
- Part must be free of damage
- Not previously installed

Packaged Parts

- Like-new
- Saleable condition
- Must be in un-opened original packaging
- Part must be free of damage
- Packaging must be free of damage
- Not previously installed

Part Reimbursement Value:

- Reimbursed at the value (purchase price) charged on the original purchase order less the restocking fee.
- The extended value of each line returned must be greater than \$50.00 (USD) after the restocking fee has been applied

Restocking Fees

Product Returned	Restocking Fee
Parts, Assemblies, Kits	20% (Product returned and received at an Eaton location in the US)

Restocking Waiver for Dealer Stock Program

Qualifications for Waiving Restocking Fee:

- Stock must be held for at least (6) months, but no longer than (12) months
- Dealer pays freight costs for all returns.
- Have an offsetting order at time of return equal to or exceeding the value of the returned product.
- Must provide original PO for returning product and offsetting order to the Eaton CSR at the time of request to waive the restocking fee.

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Verify Guidelines for Direct Ship Return Type

Direct Ship Return:

Direct ship refers to any product shipped from an Eaton or Bezares facility to a final destination (repair facility/customer) on behalf of the Eaton authorized dealer.

Return Conditions:

Note: All returns are subject to these conditions

- Products must have been shipped direct from an Eaton or Bezares facility to the location requested on the RMA.
- Dealers must provide the purchase order that the part was originally ordered under.
- CSR to provide a Return form that the dealer must return with the shipment.
- Direct ship orders must be returned within (1) calendar year from purchase date.
- Customers must provide tracking number to the Eaton CSR for the return.

Restocking Fees

Product Returned	Restocking Fee
Parts, Assemblies, Kits	20% (Product returned and received at an Eaton location in the US)

Contact Options for RMA Request:

1. Contact your Eaton Customer Support Representative to initiate a return. If you are unsure of your contact, please call 1-800-826-4357.
2. Select Option (1). (Parts availability and ordering)
3. Select the appropriate category.

Note: Parts / Units associated with a Return Materials Authorization (RMA) must be received within (30) days of the receipt of the RMA from Eaton. Product not received within (30) days will be cancelled and customer will be required to request a new direct ship return RMA.

Note: Products returned without an RMA are subject to rejection at the time of delivery and will be returned to the supplier freight "Collect" if an RMA cannot be associated with the return.

Return Product for Issued RMA

How to Return Product:

- Return surplus parts and components freight "Prepaid"

Note: Surplus shipment will be REJECTED if sent any method other than freight "Prepaid".

- Returns of non-conforming parts or components that are eligible for return, return instructions will be provided by your CSR:
- Products MUST be clearly marked to ensure accurate and timely processing of the return:
 1. Individual package/box of part is required to prevent damage
 2. Utilize an "over-pack box" for multiple items returned
 3. Place a packing slip on the outside of the box for all returns on the inside of the box for over pack boxes
 4. The RMA # needs to be on the paperwork and affixed to the package. Please do not write the RMA information on the box.

BACKED BY
Roadranger
SUPPORT

For spec'ing or service assistance, call 1-800-826-HELP (4357) or visit www.eatonpartsonline.com.

Where to Return Product:

Note: Products returned without an RMA are subject to rejection at the time of delivery and will be returned to the customer (shipper) freight "Collect" if an RMA cannot be associated with the return.

- Customers with multiple locations will be given a single RMA for each ship from facility
- Instructions will be given to return all requested material on one shipment per facility
- The Eaton CSR will identify which product should be returned

Return Address

Eaton
Attn: Returns RMA#
7365 Winton Drive
Building 128
Indianapolis, IN 76268

After Product is Returned

Return Validation Process:

- All products will be inspected and assessed against return requirements by Eaton Quality personnel based on product return eligibility and the basic return requirements.
- All rejected product will be returned to the sender by freight terms "Collect" without prior notification.
- Customers may request explanation of a rejected return and ineligible parts in question.
- Eaton will complete the accepted return material process within (30) days from receipt of the return.

How to Check Return Status of an RMA:

1. Contact your Eaton Customer Support Representative to check your return status.
2. If you are unsure of your Eaton Customer Support Representative contact, please call 1-800-826-4357 for return status.
3. Select Option (1). (Parts availability and ordering)
4. Select the appropriate category.

You must provide your approved RMA Number, as this will expedite your inquiry.

Note: Features and specifications listed in this document are subject to change without notice. Although every attempt has been made to ensure the accuracy of information contained within, Eaton makes no representation about the completeness, correctness or accuracy and assumes no responsibility for any errors or omissions. Features and functionality may vary depending on selected options.

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