

General Parts Policy

The primary objective of the Parts Department at Mitsubishi Turbocharger and Engine America (MTEA) is to provide Genuine Mitsubishi Parts for the use, operation and maintenance of Mitsubishi engines. In keeping with this objective, we partner with our OEM's and Distributors to facilitate a channel to thereby source quality Mitsubishi Parts at a competitive rate for the ultimate User-Purchaser/Owner commercial applications.

Policies outlined in this General Parts Policy are intended to allow for maximum flexibility and ensure standard service levels.

MTEA will make every effort to provide parts regardless of the age of the engine. Occasionally this may be subject to the following restrictions:

1. The loss of patterns, production fixtures and/or drawings.
2. The discontinuance by a supplier of the given part.

If a Mitsubishi manufactured product can no longer be acquired, Mitsubishi will make every effort to provide an interchangeable replacement part.

Warehouse Information

Location:	Mitsubishi Turbocharger & Engine America Inc. 1200 Mitsubishi Parkway - Dock 5, 6, 7 Franklin, IN 46131
Hours of Operation:	8:30 AM – 4:30 PM (CST)
Order Cut Offs:	Same Day UPS: Place order by 3:30 PM (CST) Same Day Fed Ex: Place order by 2:30 PM (CST) All other LTL & truck shipment dispatches will be next day of packing
Truck Pick Up Schedule:	UPS Pick up: 4:00 PM Fed Ex Pick up: 3:30 PM Trucks scheduled in the morning: 1pm – 4pm

Parts Ordering Procedures

All Genuine Mitsubishi Parts qualify for a standard discount.

Parts Purchase Order Requests must be entered online via the e-commerce platform. If the e-commerce platform is not an option, Purchase Orders may be e-mailed to the Customer Service responsible for your account.

Purchase Order Requirements

- All purchase orders must contain the following information:
 - Distributor name and address
 - Contact Name
 - Distributor PO number
 - Order type
 - Shipping Address
 - Shipping method (Carrier and Service)
 - Shipping Carrier Account number if applicable.
 - Orders submitted without an account number, may default to a higher shipping rate. No adjustments will be made.
 - Shipping Payment terms
 - Failure to indicate the correct shipping address and payment terms may incur additional back charges from the freight carrier and will be passed on to the customer through direct invoice.
- **Collect (COL)** – use when shipping address and the carrier billing address is the same (Customer will need to indicate account#)

- **Third Party (3RD)**– use when shipping address and the carrier billing address is the different (Customer will need to indicate account#)
- **Prepaid (PPD)** – Use MTEA account number using daily rate.
 - Each line must contain the following information:
 - Line Item Number
 - Part Number
 - Description
 - Quantity
 - If shipping coordination is required, customers must contact customer service agents to process the certifications. Additional charges may apply.
 - Any additional charges that MTEA incurs will be passed to customers.
- Once an order has been placed, orders cannot be changed or altered. With exception of shipping method for expedited orders only.
 - ** See Cancellation policy for details.
- No part can be returned for any reason without explicit authorization of an SRT# (sales return transaction number) issued by MTEA.
 - ** See Discrepancies page 6

Order Type(s)

1. Urgent Orders

- a. Parts on an Urgent Order may be shipped to any designated location within the distributor's assigned territory.
- b. There is no minimum dollar value on Urgent Orders.
- c. Order Entry Cut off times
 - i. Please call to verify if your order is close to the below cutoff times.
 1. Same Day UPS: Place order by 3:30 PM (CST)
 2. Same Day Fed Ex: Place order by 2:30 PM (CST)
 3. All other LTL & truck shipment dispatches will be next day of packing
- d. If MTEA has stock, the standard dispatch lead time from MTEA facility is same day or next day.
- e. If MTEA does not have stock and supplier has stock, the standard dispatch lead time from MTEA facility is 2 – 2.5 weeks.
- f. In the case of stock out, the standard dispatch lead time is the following: Product lead time plus 2.5 weeks.
- g. Products priced over seventy-five hundred dollars (\$7500.00) MRLP may incur additional transit fees from overseas.
- h. One-hundred percent (100%) of the shipping fee from MTEA facility to shipping address is responsibility of the customer
- i. Shipping methods via Next day Air, 2nd day, and Hot Shot will receive special follow up.

2. Very Urgent Order

- a. Same as above.
- b. Processing time is decreased.
- c. Surcharges will apply.

3. Stock Order

- a. Customer is expected to plan four (4) months in advance.
- b. Stock Orders must have a minimum value of three-hundred dollars (\$300.00).
- c. Stock Replenishment order may only be shipped via ground only.
- d. Stock Replenishment order may not be shipped to any location other than the official addresses listed on file at MTEA Headquarters.
- e. Stock Replenishment order requires minimum of four (4) months lead, if the required date is before the four (4) months lead on the PO, the system requirement date will be updated to meet them minimum four (4) month lead. Sales order entry date will be used as the start point to count out the 4 months. (Example: Sales order entry date is 1/2/2023 Earliest delivery will be 5/2/2023)
- f. Once orders are submitted via stock, they can not be changed to emergency. On the event that the part is needed earlier and you are stocked out, then place an fresh emergency order. The stock order will remain valid to replenish your shelf.
- g. On the event that cancellation is requested, the representative will check with the supplier if the cancellation is possible. If cancellation is possible, the cancellation will be allowed at 20% cancellation fee. If the supplier does not allow cancellation, the order will remain valid.
- h. There is no order handling fee for stock replenishment orders.
- i. Discounts apply.

Discrepancies

Damaged

Any part damaged due to neglect by MTEA must be filed on the appropriate form. If the shipment was prepaid by MTEA then the customer must use the appropriate form to notify MTEA.

If a part is damaged due to carrier neglect the claim must be filed with the carrier.

Shortages

Upon notification of a shortage, MTEA will conduct an inventory investigation. If the conditions indicate the shortage occurred at MTEA's facility a replacement part will be shipped automatically. Otherwise, you will be notified.

Overages

If you receive an overage on a specific line item, please advise us and we will issue a return authorization and credit you for the return freight.

Defective

See procedures under the warranty section (Pages 13 & 14) of this document and file with the appropriate department. All Parts Warranty Claims must be filed through MEES

Incorrect Price

Report any incorrect price on an invoice to your Customer Service Agent

Duplicate Orders

Orders duplicated by the distributor can be returned under the Ordered-In-Error Provision and are subject to a twenty-percent (20%) restocking fee.

Change of Mind

If the customers have changed their minds on an **Urgent or Very Urgent Orders**, product can be returned within 30 days of invoice. Total value of return must be at least fifty-dollars (\$50.00) MRLP. The return request must be made within 30 days of the invoice date and is subject to prior approval by MTEA. There will be a twenty-percent (20%) restocking fee on these parts. Credit will not be issued for original freight. Customer will be responsible for the return freight. **Stock Replenishment Orders / TO's / Stock Orders** cannot be returned.

Returns

There will be no parts allowance returns or credit given for the following:

- Parts not tied to an actual invoice or Purchase Order
- Consumable Parts
- Expired Parts
- Parts returned in damaged boxes
- Parts returned in non-sellable condition
- All returns are at management discretion
- For RMA's, place the Dept. or person in the attention field for who is the responsible on the outside of the box. MARK to put something on the form.

Conditions of Returns

- All on freight cost on returns must paid by the sender
- All returned parts must be packaged properly to ensure proper arrival

Distributor and OEM Shipments

- MTEA will not honor any claims for product defects or shipping discrepancies once the product leaves Distributor facility.
- It is the Distributors responsibility to confirm part number accuracy, quantity, and condition of the part BEFORE dissemination to the end-user.
- If required, MTEA will only cover the cost of transportation to and from the Distributor location and NOT from the end-user (the Distributor's customer).
- For parts shipped outside of the United States, confirm the Regional and Local Import and Export Policies

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- MTEA is not responsible for supplier date changes
- The customer is responsible to list their account on all PO's.

Shipping Discrepancies

- When shipping to different addresses, use the correct corresponding account numbers.
- MTEA does not ship to PO Boxes
- Incomplete address will be delayed for processing if the address is not correct. Wrong zip codes, streets, Within five days. To end-users. Your order will not be shipped until order is correct.
- MTEA will not cover the shipping charge or address change charges

Check-In Process for Damages, shortages of orders

- Customer orders should be checked-in within a business week/ five days to report any discrepancies.

Expedited Order Confirmation/ Expectation Deadlines.

- It is incumbent for the customer to inform us about the situation for urgent parts
 - Engine Down-Critical order five days

Special Order Items:

- Include parts outside of the realm of recommended spare parts established on MEeS. Maintenance Parts and Recommended Parts should be on our e-commerce
- Special Order Items are items that do not break (odd and unique): manifold, blocks, exhaust in-take manifolds, front-cover and bell housings.

Wrong Part Shipped

If MTEA has shipped the incorrect contact your Customer Service Account Manager for an RMA. Submit the request to customer service agent for verification and processing. It is the customer's responsibility to re-order the correct part. Please advise us before reordering so we can eliminate the possibility of the incorrect parts being shipped again.

Discrepancies

Report all discrepancies in written form to your Customer Service Account Manager. Contact your CS Agent for directions and more information.

Cancellation Policy

All parts ordered are subject to the following Cancellation Policy:

- MTEA must be notified in writing by e-mail of the Distributors request.
- Parts in the MTEA system and not already picked, packed or shipped are allowed for cancellation. A confirmation will be faxed or e-mailed to the appropriate distributor location. No handling charge will apply.
- Any part packed or shipped prior to the receipt of the cancellation notice will be considered for a return, using the normal return process.
- If a part has been ordered from one of MTEA's suppliers, MTEA will attempt to cancel the item. Any charges, restocking fees, set-up charges, etc. incurred at the point of order entry, will be the responsibility of the distributor. MTEA will notify the distributor of any such charges within ten (10) working days of the cancellation request.
- If the item cannot be cancelled MTEA will either interrupt shipment or proceed with the original shipment requested by the distributor. In either case the part will be invoiced at the priced indicated by the purchase order.

Replacement Parts Limited Warranty

Mitsubishi Turbocharger & Engine America, Inc. (“MTEA”) warrants to the first User-Purchaser/Owner (the “Owner”), that each Replacement part marketed or sold by MTEA for use in Mitsubishi engines (the “Replacement Parts”), under normal use and maintenance, shall be free from defects in materials and workmanship for the lesser period of either: (a) one (1) year from the date of purchase or (b) the recommended replacement period as set forth in the Engine Operation and Maintenance Manual (the “Limited Replacement Part Warranty”).

Under no circumstances shall this Limited Replacement Part Warranty extend or modify the terms and conditions of the Mitsubishi Engine Limited Warranty provided with the original engine. A Replacement part is defined as any part that is sold or supplied by MTEA after the sale of the original engine to the first Owner.

MTEA may in its discretion elect to either repair or replace a defective replacement part if it is found that the defective condition is covered by this Limited Replacement Part Warranty; provided, however, that MTEA may elect to refund to purchaser the purchase price paid for the product if a MTEA authorized repair facility is unable, by repair or replacement, to make the product capable of performing as warranted.

FAILURE TO PROPERLY INSTALL THE REPLACEMENT PART ACCORDING TO THE APPLICABLE ENGINE OPERATION AND MAINTENANCE MANUAL OR OVERHAUL MANUAL SHALL VOID THIS LIMITED REPLACEMENT PART WARRANTY AND SHALL OPERATE AS A WAIVER OF THE BREACH OF THIS LIMITED REPLACEMENT PART WARRANTY, ABSOLVING MTEA OF ANY AND ALL LIABILITY WHATSOEVER.

TO OBTAIN WARRANTY SERVICE: The purchaser must deliver the product to MTEA, an authorized repair facility, or an authorized Mitsubishi distributor, as designated by MTEA. Removal, delivery and shipping expenses are the purchaser’s responsibility. Proof of purchase and proof of length of use are required when requesting Limited Replacement Part Warranty service. Failure of purchaser to give notice to MTEA and to give MTEA the opportunity to inspect, repair, or replace the product, during the Limited Replacement Part Warranty period, shall void this Limited Replacement Part Warranty.

MTEA SHALL NOT BE LIABLE UNDER THIS LIMITED REPLACEMENT PART WARRANTY IF PURCHASER FAILS TO PROVIDE REASONABLE NOTICE TO MTEA OR IF PURCHASER FAILS TO GIVE MTEA A REASONABLE OPPORTUNITY TO INSPECT, REPAIR OR REPLACE ANY DEFECT COVERED BY THIS LIMITED REPLACEMENT PART WARRANTY BEFORE REPAIRS ARE ATTEMPTED OR MADE BY PURCHASER OR OTHERS.

THIS WARRANTY DOES NOT COVER: Defects or damage caused by: modification, alteration, repair or service of the product by anyone other than MTEA or an authorized repair facility; or improper installation, improper maintenance, physical abuse to, or misuse of, the Replacement part or engine operation thereof, including misuse caused by the use of parts other than those supplied or authorized by MTEA.

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Submission of Warranty Claim

All warranty claims must be filed using the MEeS system.

Release of Price Book

On March 1st of the current year, a new price list will be posted on the Mitsubishi e-commerce site in the following formats: Excel (.xls), Zip (.zip) and Text (.txt)

New prices will be effective on April 1st of the current year.

Observed Holidays

MTEA will close in observance of the below holidays.

January New Year's Day

February Presidents Day

April Good Friday

May Memorial Day

July Independence Day

September Labor Day

October Columbus Day

November Thanksgiving and the following day

December The week between Christmas and New Years

After Hours Service is available during holidays. Please see page seven (7) of this document for more details.

Physical Inventory

Physical Inventory will occur during the last week of February. Several factors determine the days necessary to complete inventory. During this period only expedited orders with next day air shipping method will be processed.

All orders processed during inventory must be verbally initiated for confirmation of processing.

Notes

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