



Meritor

SOP #24-001 AN IMPORTANT UPDATE REGARDING CUSTOMER ORDER CANCELLATIONS

January 2024

Dear All,

Upon review of our current **Customer Order Policy**, Cummins-Meritor has made important changes regarding order cancellations and as such will introduce a policy update titled **Cancellation or Change by Distributor**.

The policy update is being implemented to support the Cummins-Meritor business and will aim to enhance and ensure consistent service with our customers. This update is effective from Friday the 1st of March 2024.

The new policy guidelines are

- Cancellation or Change by Distributor Orders in process may be cancelled only with Cummins-Meritor consent. If Cummins-Meritor incurs cancellation expenses, such costs will be charged to the Distributor. Orders in process may not be cancelled or changed, except with Cummins-Meritor consent and upon agreement by the parties as to an appropriate adjustment in the purchase price.
- All our Cummins-Meritor independent and OE distributors will be subject to the “Cancellation or Change by Distributor” policy. To the extent there is a conflict between the terms of this policy and a specific customer LTA (Long Term Agreement), then the terms of the LTA will apply.

Thank you for your attention to this matter and I appreciate your commitment to upholding the new policy and helping us to deliver outstanding customer experiences. Should you have any questions or require further information, please do not hesitate to email the customer service team: cvaau.sales@meritor.com

Kind regards,

George Khoury
Customer Service Team Leader
Cummins-Meritor