

SOP #21-001

AFTERMARKET STOCK RETURN POLICY

The following stock returns policy is to be implemented as per the dates and criteria below. All customer returns must be issued with an RMA (Return Material Authorisation) number before being returned.

When requesting an RMA the following information must be provided with your request:

- Purchase Order number
- Invoice number
- Part number
- Reason for return
- Clear photographic evidence of part and packaging

Please be advised if goods are returned prior to an RMA being issued, Meritor will not accept goods and the customer will be liable for any return freight charges incurred.

Effective December 1 2020 for all OEM customers and January 11 2021 for Independent and Export customers, there will be an increase in the restocking fee as follows:

15% or \$35 (whichever is greater) to 20% or \$100 (whichever is greater).

OEM Customers

- Non stocking parts that have been exclusively sourced for customers are considered final sale items.
- Any returns must be received within 30 days of RMA being issued, otherwise RMA will be cancelled*.
- OEM's will still be offered their annual return at the revised restocking rates pending Meritor accepting the return of parts. Prior to any parts being returned a list of the intended parts should be submitted for Meritor approval.

Independent Customers

- Non stocking parts that have been exclusively sourced for customers are considered final sale items.
- Any returns must be received within 30 days of RMA being issued, otherwise RMA will be cancelled*.
- Prior to any parts being returned a list of the intended parts return should be submitted via an Excel file for Meritor approval.

Export Customers

- Non stocking parts that have been exclusively sourced for customers are considered final sale items.
- Any returns must be received within 60 days of RMA being issued, otherwise RMA will be cancelled*.
- Prior to any parts being returned a list of the intended parts return should be submitted via an Excel file for Meritor approval.

**A new RMA will NOT be issued for returns once the RMA is cancelled as the return duration is now void.*