

# Stock Adjustment Guidelines for Eligible Distributors

## To: All Distributors of STEMCO Products

Eligible distributors may return stock once per year for credit, subject to the provisions of this bulletin. Distributors may return stock for credit in the amount of 2% or less of their net annual purchases for the preceding year and may not exceed this amount. Any unused portion of the return allowable amount may not be carried over. All returns should be shipped freight prepaid to the STEMCO location listed on the Return Goods Authorization and 10% restocking fee applies.

### Return Period: March 1<sup>st</sup> through August 1<sup>st</sup>

All return requests must be submitted during the return period, requests will not be processed outside this period. All material being returned must be received at STEMCO's location prior to the RGA expiration date - material received at STEMCO after the RGA expiration date will be refused.

### Return Packing/Labeling (See Package Guidelines Below on Page 2)

Parts must be returned in the original box. All boxes and/or pallets being returned **MUST** have the STEMCO RGA return label applied and the RGA number must be clearly visible on each box or pallet. Material received missing the STEMCO RGA return label will be refused. Please see packaging do's and don'ts for guidance on acceptable and non-acceptable packing. STEMCO is not responsible for carrier damage.

### Parts NOT Eligible for Return

- Products with manufacturer date code greater than 3 years  
*"How to Read Date Code" document provided with RGA/RMA or upon request.*
- Obsolete items discontinued for six months or longer or not listed on current price sheet
- Special items manufactured specifically for the Distributor and not catalogued as standard item
- Non-returnable items: Tools, Gaskets, Screws, Windows, Window Kits, Opened Bulk Product  
*Parts required to be purchased in bulk or purchase multiples can only be returned if original bulk box is unopened and/or full purchase multiple quantity is being returned.*
- DataTrac® Programmers and/or any battery operated product
- Used, damaged or dirty items which are in un-saleable condition (STEMCO's discretion)
- APE Kits
- Replacement Hoses

Please note any material returned that is rejected will be returned to the distributor at distributor's expense or scrapped and no credit applied. Please use the Rejected Parts Disposition Form to advise STEMCO how to handle any rejected parts.

STEMCO Customer Service will confirm which STEMCO location material is to be shipped to and will be provided with your RGA paperwork. Material sent to the wrong location will be refused.

Please contact customer service or your district sales manager for any questions. Thank you for your continued support of STEMCO products!

### Stock Return Packaging Guidelines:

#### Inspect:

Inspect all parts being returned to confirm they are not on the return exceptions list – no credit will be issued for non-returnable parts. "How to Read Date Codes" document will be sent with your RGA.

#### Submit:

Complete the required "Rejected Parts Disposition Form" and stock return parts list and submit to customer service. RGA document, RGA labels and additional information will be sent to customer.

#### Return:

Parts must be received on STEMCO dock **PRIOR** or by the RGA expiration date – shipments received after RGA has expired will be refused. Review the acceptable and non-acceptable packing below. When shipping your return send all tracking information to customer service with your RGA number.

#### Acceptable Packing

- Boxed parts should be put inside a larger case box and packing material inserted to prevent movement and damage
- Material being shipped on pallet (2) should be sufficiently shrink wrapped/banded securely
- **All boxes and/or pallets MUST have STEMCO RGA return label attached or freight will be refused – see bulletin**



#### Non-Acceptable Packing

- Parts not returned in original box
- Damaged boxes, potential part damage
- Parts no longer in STEMCO catalog
- Parts with rust or other obvious damage
- Dirty boxes, parts thrown in boxes without original packaging.
- Pallets not wrapped/banded securely



**STEMCO is not responsible for carrier damage.**

**Shipments received in non-acceptable packaging may be refused.**