

## FREIGHT POLICY

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### Small Package Orders

- Orders must total \$500 to qualify for pre-paid freight.
- Based on the frequency of leakage/breakage, body filler products cannot be shipped via small package carriers.
- Limited quantity items up to 4 gallons can be shipped via small package carriers.

### Motor Freight Orders

- Orders must total \$1,500.
- All Hazmat materials will ship via LTL carriers only.

## RETURN POLICY

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- All returns require an RMA number. RMA request form must be submitted prior to returning product.
- Returned merchandise must include the RMA number and be physically received at the Medco warehouse listed on the RMA form within 30 days of RMA issue date.
- All new returns must be in resalable condition and in the original manufacturer's packaging. (Customer is responsible for return freight cost).
- Serial number is required for all new scan tools and AC machines.
- All new returns are subject to a 15% restocking fee after 90 days of original invoice date. Restocking fee is waived for product purchased within 90 days if original orders # and/or PO# is listed on RMA request form.
- All new returns older than 12 months from original invoice date will not be accepted.
- All special order, discontinued, expired or set to expire within 120 days, damaged or not purchased from Medco are not returnable.
- All pre-approved claimed defective material will be credited in accordance with the manufacturer's warranty policy.
- All returns, new and defective, are subject to inspection and warehouse approval.
- Returns cannot exceed 5% of total purchases from previous year.

### Non-Returnable Items

- Special order items
- Damaged, defaced, abused or altered packages (see Motor Freight Claims on next page)
- Items discontinued by manufacturer
- Items with expired date codes
- Items not purchased from Medco

## MOTOR FREIGHT CLAIMS

### QUICK REFERENCE GUIDE

Here are pictures of what a pallet looks like when it leaves a MEDCO warehouse. You will see that security tape is placed over the top of the pallet and again from side to side as well as the red shrink wrap being wrapped around the pallet to prevent product from shifting. The color of the security tape may vary from one warehouse to another but all have the same verbiage or meaning on them:

#### **If seal is broken, check contents before accepting.**

Many freight companies add a disclaimer in the signature box of the DR (the delivery receipt is also referred to as POD. It is the motor freight company's document that the customer has to sign at time of delivery) stating "I certified that the shipment was received in good condition." That disclaimer is in small font and overlooked in most cases by the receiver. If the receiver does not note a discrepancy on the delivery receipt at the time of delivery, he/she acknowledges that the pallet arrived in good condition. Having a clearly marked DR prevents us from filing freight claims with motor freight companies on your behalf and, more often than not, means denial of your claim.

#### **When accepting a motor delivery, it is very important that the receiver:**

1. Makes sure the pallet being received has the security tape.
2. Makes sure that it is wrapped in red shrink wrap
3. Makes sure the red shrink wrap is wrapped around the pallet and tightly around the product.

If point 1 and/or 2 is not compliant with our packaging methods, a note such as "no security tape" or "loose, torn shrink wrap" and picture of the shipment and condition needs to be added to the DR by the receiver.

#### **In addition to checking the condition of the packaging, it is very important that the receiver:**

1. Checks for damaged or crushed boxes – most times, those will be on the bottom or the top of the pallet and are clearly visible through the shrink wrap.
2. Only signs for the pallet quantity received – unless the receiver can physically count the amount of boxes on a pallet, he/she should never sign for a carton count.
3. Customer must keep packaging if at all possible.

Again, taking the time to properly note the DR with damages and packaging deficiencies, as little as they may seem at the time, will help MEDCO with the filing of motor freight claims and ultimately result in a successful claim for you. **A few minutes of effort can save you thousands of dollars.**

