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RIMCO LLC TERMS & CONDITIONS:

PARTS RETURN POLICY

RIMCO LLC has a liberal parts return policy designed to be fair to the customer and RIMCO LLC. We ask that our customers work with us to ensure the parts return are kept to a minimum.

RIMCO LLC will provide support which is second to none in the industry and we thank our valued customers for their cooperation. We feel that it is important for our customers to realize that proper preparation before ordering parts will result in ordering the correct parts in the correct quantities needed. This will minimize returns of unneeded items and allow us to serve you faster and at a savings to you.

1. All parts indicated on the packaging slips as nonstock or if there is an asterisk (*) in the NR column are nonreturnable. All gaskets and hydraulic hose assemblies are nonreturnable.
2. All other parts to be returned must be serviceable, free from corrosion or damage of any kind. These must be returned within 10 days after the purchase date or with no reference to the document number of this packing list to be accepted by credit. Any items returned more than 10 days after the purchase date or with no reference to this packaging list will be accepted subject to the discretion of the Parts Manager. A Restocking charge of 20% at a minimum will be charged on any parts returned. Prior approval by RIMCO LLC is required for all parts returned.
3. Returns where material is of questionable value due to poor condition or parts which have been removed from original packages will be handled on a "flat rate" or quotation basis, if acceptable.
4. Any parts ordered made in error due to some fault of RIMCO LLC employee as determined by parts supervision, will be accepted for return without penalty to the customer, provided that such a problem is reported, and the parts are returned within 10 days of purchase. Credit will be given at the full purchase price.

RIMCO LLC RESERVES THE RIGHT TO REJECT ANY AND ALL PARTS RETURN REQUESTS.

Our responsibility ceases when shipment has been delivered in good order to the transportation company. If the shipment arrives in bad order, have receipt noted by carrier's agent. Claims for concealed shortages and/or damages will not be considered unless made within 10 days after receipt of shipment. Any changes in parts numbers have been made to ensure your receiving the latest improved parts, entirely interchangeable with those ordered.

TERMS AND CONDITIONS

Our terms of payment for Parts and Services are: 2% -- 20, Net 30 days. We charge 1% monthly on any parts due balance over 30 days from date of invoice. Claims on invoice should be submitted within (10) days from invoice date. Title of merchandise, equipment or parts remains with the vendor until full payment is made.

Debtor voluntary and expressly agree to be under the jurisdiction of the San Juan courts in the event of any judicial action of any of the parties concerning this invoice.

CATERPILLAR AND RIMCO LLC WARRANTIES—PARTS, PRODUCTS AND COMPONENTS

For information on the warranty please call the Parts and Service Manager at RIMCO LLC.