

for Haldex New and Remanufactured Products Including Core Returns





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I. Ordering Information

- A. Orders for all HALDEX Brake Products Aftermarket (referred to throughout this document as HALDEX) products are to be directed to HALDEX Brake Products Corporation, Attention: Customer Service Department:

MAIL ORDERS

10930 North Pomona Avenue
Kansas City, Missouri 64153

PHONE ORDERS

(816) 891-2470
(800) 643-2374

FAX ORDERS

(800) 533-1941

ONLINE ORDERS

haldex.com Register for a username and password - follow instructions on website.

EDI ORDERS

Haldex IT Dept. provides full service EDI to customers via x.12, TransNet and Direct Connect Formats.

To establish an X.12 account, HDX or TransNet account, contact EDI Support.
cskchq@safholland.com

- B. All products from HALDEX may be ordered in any combination on the same order, unless specifically indicated otherwise, i.e. special promotional items.
- C. Drop shipments are only permitted to customer owned locations whose bill to account has signed a drop ship request form found on haldex.com. Freight policy on each individual drop shipment will be subject to the freight policies listed in Section IV and Section V of this Manual.
- D. Friction products may be ordered directly from the HALDEX Friction Centers.

II. Pricing Information

- A. Published Price Lists
All pricing is per Haldex published price lists. Contact your HALDEX Territory Manager or Customer Service Representative if you should have questions concerning current published price lists.
- B. Price Changes
Prices are subject to change without any prior notice.
- C. Any quotation shall be subject to change or withdrawal by Haldex before acceptance by Buyer. Acceptance by Buyer must be on the exact terms and conditions set forth herein and must be received by Seller within sixty (60) days from the date hereof and in all cases, such acceptance by Buyer is not binding until ratified by a duly authorized representative of Seller.

III. Terms And Conditions

For a complete copy of Haldex General Terms and Conditions please visit our website haldex.com under the Support Link then click on Literature and Documents and search Haldex General Terms and Conditions.

- A. Payment Terms
Payment terms are Net 30 days from the date of the invoice. A late payment charge may be assessed on all past due invoices.
- B. Cash on Delivery / Cash in Advance
Haldex will not make shipments on a Cash on Delivery (COD) basis. Cash in Advance (CIA) orders or shipments may be requested and will require prior approval from the Accounts Receivable Manager.
- C. Past Due Accounts
HALDEX reserves the right to not process orders held in-house for any account that is past due. Invoices not paid within the credit terms established may result in the order(s) and customer's account being placed on hold, shipment delays, and a credit review placed on the account. The Distributor will be notified accordingly.
- D. Account Inactivity Fee
Account will be removed if there is no activity for a period of one (1) year.
- E. Insufficient Funds Fee
Fee may be charged per check as per each states refund check laws.
- F. Package Quantities
Packaged items must be purchased in packaged quantities as specified in the WD Net Price List. Orders received by HALDEX for quantities other than those packaged quantities specified in the WD Net Price List, will be increased to the next multiple level.
- G. Additional Charges
Haldex may assess reasonable, additional charges to the Buyer for any changes to an order including but not limited to charges occasioned by changes in specifications, quantities, delivery, schedule, or cancellation.

IV. Freight Policy - Air Products

- A. **Prepaid Freight**
Orders of \$2,500 including cores will receive prepaid freight within the 48 contiguous United States and \$4,000 orders will receive prepaid freight to Alaska and Hawaii.
- B. **Backorder Shipments**
Backorder shipments of items originally qualifying for prepaid freight will be shipped prepaid. Any item that is back ordered will be held up to fifteen (15) calendar days once it becomes available for shipment. If another order is placed within the fifteen (15) day period, product will be combined for shipment. Customer may call and ask that product be released if another order has not been placed within the fifteen (15) day period.
- C. **Freight Carriers**
HALDEX will ship prepaid freight shipments via a carrier of its choice. Freight collect shipments will be sent via the carrier requested by the Customer, if at all possible.
- D. **Air Freight**
Air freight on any premium expedited shipment will be shipped collect or prepaid and add.
- E. **Emergency Shipments**
Emergency shipments are defined as orders requiring special handling on a priority basis at the customer's direction. The emergency shipment is not intended as a way to order large volumes of material, but rather small quantities urgently needed to alleviate an immediate problem, i.e. truck down. All freight charges for emergency shipments are collect or prepaid and add. Generally, orders must be received and confirmed by 3:00pm CST to be shipped, however, depending on ship location this may not be possible. Orders may be shipped to any location. Emergency shipments are limited to five (5) pieces total.



V. Freight Policy - Friction Products

A. Prepaid Freight

Any product supplied from the HALDEX Friction Center will be shipped via common carrier. Orders of \$1400 (excluding cores) and returns of 100 - 1100 cores will receive prepaid freight within the 48 contiguous United States. For Returns exceeding 1100 cores, contact your Haldex Friction Center Manager for pre-authorization.

B. Special Handling Requests

Backorder shipments of items originally qualifying for prepaid freight will be shipped prepaid. Any item that is back ordered will be held up to fifteen (15) calendar days once it becomes available for shipment. If another order is placed within the fifteen (15) day period, product will be combined for shipment. Customer may call and ask that product be released if another order has not been placed within the fifteen (15) day period.

C. Shipments to Alaska and Hawaii

Haldex will ship friction orders for Hawaii and Alaska to the shipping port nearest the servicing Haldex Friction Center. (F.O.B. nearest port.)

D. Backorder Shipments

Backorder shipments of items originally qualifying for prepaid freight will be shipped prepaid. If another order is placed within the fifteen (15) day period, product will be combined for shipment. Customer may call and ask that product be released if another order has not been placed within the fifteen (15) day period.

E. Labor Only Orders will be F.O.B. the Haldex Friction Center location.

F. Special Freight Programs

Should special freight programs be required for specific markets, Haldex will contact the customer directly with the necessary information.

VI. Claims for Shortages And Damaged Merchandise

A. Shortages

All FOB orders shipped from Haldex facilities or Haldex Distribution Centers are the property of the customer once the shipment leaves Haldex's dock. Consequently, all shortage claims are to be placed within fifteen (15) days of receipt with the freight carrier on FOB shipments and with Haldex on all prepaid and add shipments, which include all UPS and FedEx shipments. No claims will be accepted after fifteen (15) days. Haldex will investigate the claim and reserve the right to decline the claim. Short paying an invoice is not an approved method for notifying Haldex of shortages or reconciling the shortage claims. Report shortages to the Haldex Customer Service Department in Kansas City, Missouri at (800) 643-2374 (for air products) or your local Haldex Friction Center (for friction products). See listing of Haldex Friction Centers on Page 13. Failure to report shortages within fifteen (15) days can result in loss of adjustment credits.

B. Damaged Merchandise

All FOB orders shipped from Haldex facilities or Haldex Distribution Centers are the property of the customer once the shipment leaves Haldex's dock. Consequently, all damage claims are to be placed within fifteen (15) days of receipt with the freight carrier on FOB shipments and with Haldex on all prepaid and add shipments, which include all UPS and FedEx shipments. No claims will be accepted after fifteen (15) days. Any damages visible at the time of delivery must be noted on the carrier delivery receipt and bill of lading (BOL). Pictures for all damages, visible and concealed, must be provided to Haldex with for all claim requests for damages. Haldex will investigate the claim and reserve the right to decline any claim. Short paying an invoice is not an approved method for notifying Haldex of damages. For prepaid freight shipments, the Customer must forward a copy of the freight bill (noting damaged merchandise) to the Haldex Customer Service Department in Kansas City, Missouri (for air products) or your local Haldex Friction Center (for friction products). See listing of Haldex Friction Centers on Page 13. Haldex will file the claim against the carrier.

C. Brake Block Damaged In Riveting

Prior To Return - Contact your local Haldex Friction Center for an RMA (Return Material Authorization) number. See listing of Haldex Friction Centers on Page 13.

D. General Defective Parts Returns

General defective parts returns are for products found to be defective prior to being put into service (use). Prior To Return - You must obtain a RMA (Return Material Authorization) number. Contact the Haldex Customer Service Department in Kansas City, Missouri at (800) 643-2374 (for air products) or your local HALDEX Friction Center (for friction products). See listing of Haldex Friction Centers on Page 13. All General Material Defect returns must be accompanied by a RMA (Return Material Authorization). General Material Defect items must not be packaged in the same container with other returned materials.



VII. Merchandise Ordered in Error

- A. The Customer has 12 months from receipt of material to request return of any items ordered in error with 25% restock fee (invoice number is required). Prior To Return - Contact the Haldex Customer Service Department in Kansas City, Missouri at (800) 643-2374 for approval to return air products shipped from the Kansas City Distribution Center. Prior To Return - Contact the appropriate Haldex Friction Center for approval to return friction products. See listing of Haldex Friction Centers on Page 13.
- B. Approval is required from Haldex to return non-standard or low volume products (C and D items). Obsolete parts are non-returnable and cannot be accepted for return.
- C. Remanufactured "Special Order" Merchandise
There will be a fifteen percent (20%) handling and restocking charge assessed for any Remanufactured "Special Order" product which the Customer wishes to return to Haldex, unless the order was packed and/or shipped in error. Prior To Return - You must obtain a RMA (Return Material Authorization) number. Contact the Haldex Customer Service Department in Kansas City, Missouri at (800) 643-2374.

VIII. Merchandise Shipped in Error

- A. Haldex will authorize return of material shipped in error, freight collect, no handling charge, if notified within 15 days of receipt. No claims will be accepted after this time



Aftermarket Policy and Procedure Manual

(Supersedes all previously published Core Policies)

IX. Stock Adjustments

All products must be in new and sellable condition in their original packages and in standard package quantities to be eligible for stock adjustment credit.

A. Annual Stock Adjustments

- i. The Customer is allowed one stock adjustment per Haldex fiscal year (January 1 - December 31). NOTE: Annual Stock Adjustments are not cumulative; if the option is not exercised within the appropriate year, it expires.
- ii. Customers who submit a stock adjustment as an excel spreadsheet via email to their customer service representative will receive a pro-active review and analysis of the part number list based on POP code and annual stock adjustment criteria. Physical inspection of returned product will still be used as the final determination factor for credit eligibility.
- iii. Up to three percent (3%) of the previous year's net dollar purchases (excluding core charges) are eligible for return as stock adjustment. A fifteen percent (20%) handling and restocking charge will be assessed.
- iv. All part numbers listed in the current published price list having a POP Code A, B, or N will be considered for stock adjustment credit, with the following exceptions:
 1. Special order items
 2. Broken standard packs
 3. Approval is required to return non-standard/low volume products having a POP code C and D.
- v. The Customer must submit, in writing, the following information prior to a return authorization being issued:

Part Number(s)

Quantity of Part Number(s)

Date of Invoice and Invoice Number(s) - If Available.

Written request to return product must be submitted to:

Haldex Brake Products Corporation

Customer Service Department

10930 North Pomona Avenue

Kansas City, MO 64153-1256

- vi. A Stock Adjustment Authorization (SAA) number will be issued by the Haldex Customer Service Department to the Customer for all materials authorized for return.
- vii. Stock adjustment returns will not be accepted without an authorized SAA number or if returned by someone other than a Haldex Customer.
- viii. The SAA number must be clearly displayed on the outside of each shipping container in the return goods shipment. Containers not so identified will not be processed. At the Customer's request the container will be returned freight collect or scrapped with no credit.
- ix. Return materials must be shipped pre-paid to the location indicated on each SAA.
- x. Stock adjustment returns are to be packaged separate from all other returns. Do not package cores or warranties with stock adjustments.
- xi. Haldex Customer Service Department will forward a Stock Adjustment Authorization Package to the Customer. This Package will contain the Stock Adjustment Authorization (SAA) number, return instructions, a listing of acceptable materials, return shipment locations and the approved return dollar amount.
- xii. All parts will be inspected by Haldex to assure they are in good resalable condition. The Customer will be notified of any material found by Haldex to be damaged, incomplete, non-operational and/or unauthorized for return. If the Customer does not respond to notification within thirty (30) days, unacceptable materials will be scrapped without credit.
- xiii. Credit for acceptable material will be issued according to the Customer Price file from Jan 1 of prior year.
- xiv. If a customer returns any product without authorization, Haldex will return the shipment unopened, and freight collect.
- xv. If a customer return exceeds the authorized amount, the Customer will have thirty (30) days to request return of the excess amount freight collect. If disposition is not received, product will be scrapped without credit.

- xvi. The following items cannot be returned under the annual stock adjustment:
1. Merchandise that has a date code of more than three (3) years old.
 2. Rubber parts (diaphragms, boots, etc.) and kits containing more than 50% rubber parts.
 3. Nonstandard package quantities.
 4. Liquids such as air system deicer.
 5. Items containing asbestos.
 6. Friction products (except for clutches and clutch packs) with date codes more than three (3) years old.
 7. Merchandise manufactured as a customer special order or oversized lining.
 8. Any item not in the current published price list.
 9. POP Code C and D items without prior approval.



(Supersedes all previously published Core Policies)

X. Core Returns

A. Core Return Locations

- i. Non-friction Product Cores are to be returned to the Haldex Marion, North Carolina facility, using the Steps outlined below.

Step 1

Return All

Air Product Cores to:

Haldex Brake Products
5334 Highway 221
South Marion, NC 28752
(828) 652-9308

Step 2

Return Air Product Cores Using the Approved Carrier Below:

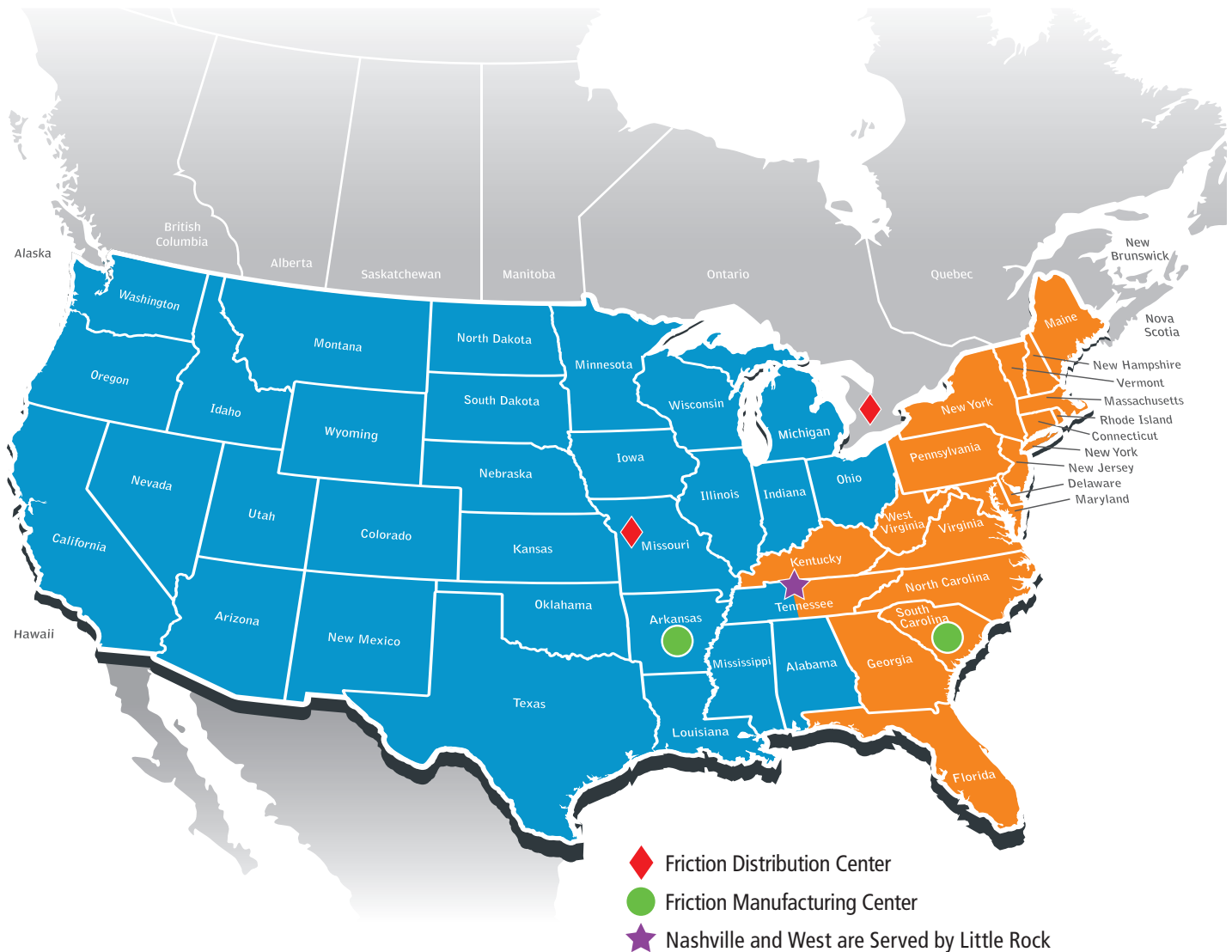
Novapath Supply Chain Systems
haldex@novapath.com
(336) 296-1179

Step 3

Fill Out a Bill of Lading Using This Description:

Used Truck Parts
NMFC 18400

- ii. Brake Shoe Friction Cores are to be returned to the nearest HALDEX Friction Center as shown below. To schedule a brake shoe core return, contact the appropriate HALDEX Friction Center. Request HALDEX Core Return Guidelines document, XL-TA20040AL-en-US for details.



Blue States – Return to Little Rock, AR

Little Rock, AR 72209
6800 Geyer Springs Rd
PH: 501-221-4384
FAX: 501-221-4388

Schedule a Core Return:
cores.littlerock@safholland.com

Orange States – Return to Columbia, SC

Columbia, SC 29209
1241 First Street South Ext.
PH: 803-647-1308
Fax: 803-695-5446

Schedule a Core Return:
cores.columbia@safholland.com

These locations are for Friction product cores orders.

- B. Various types of "non-friction" product cores (clutches, water pumps, valves, etc.) can be combined in the same container for return
- C. Cores considered for credit are listed:
 - i. In the current Core Policy and Procedure Manual for "Non-Friction" Remanufactured Products (See L00036W at www.haldex.com).
 - ii. In the LF90139 Core Acceptance List for Friction Products.
- D. All core returns will be subject to full inspection and acceptance by Haldex prior to any credit allowance. Guidelines for core acceptance can be found in the current L00036W Core Policy and Procedure Manual at haldex.com.
- E. Brake Shoe Cores will be subject to full inspection and acceptance by the appropriate Haldex Friction Centre. Guidelines for core acceptance can be found in the current LF00036W Core Policy and Procedure Manual haldex.com.
- F. Core Return Shipments
 - i. "Non-Friction" (air and misc. products) core return shipments exceeding 500 lbs., can be shipped freight collect via Haldex's approved carrier. (Refer to haldex.com website under the Policies link). Any "Non-Friction" core return shipments smaller than these limits must be shipped prepaid. (Refer to current L00036W Core Policy and Procedure Manual for details at haldex.com.)
 - ii. Friction shoe core returns of 100 - 1100 cores will receive prepaid freight within the 48 contiguous United States. For Returns exceeding 1100 cores, contact your Haldex Friction Center Manager for pre-authorization.
 - iii. All core returns must be accompanied by a completed Core Summary Report -OR- the appropriate core return packing slip (L90138 HALDEX Air Products, L90139 Haldex Miscellaneous Products or LF90139 All Friction Products).
 - iv. Core returns must be clearly marked and shipped completely separate from other returns. All "non-friction" material must be packed in suitable containers. Friction Shoe Core Returns must be palletized and shrink wrapped.
- G. Core Accounting Details. See current L00036W Core Policy and Procedure Manual at haldex.com.
- H. Warranty and other returns MUST NOT BE included with core returns.
- I. RETURNS FROM NON-HEAVY DUTY GROUP CUSTOMERS WILL NOT BE ACCEPTED.

XI. Warranty Information

- A. For standard warranty details refer to the Aftermarket Warranty Policy Form L20221W at haldex.com. To make a warranty claim, complete form L90005. A copy of form L90005 can be obtained by contacting Haldex or by visiting our Warranty Microsite at **warranty.safholland.com** (click the Warranty link and select the Haldex Aftermarket Warranty Claim Form.) The Haldex Warranty Claim Form (L90005) must be filled out completely. An incomplete warranty form may delay the warranty process. Review all forms for completeness before submission.
- B. Haldex is not responsible for claims that are not returned to Warranty Department within one hundred and twenty (120) days from the failure date.
- C. If coverage includes labor, an approved labor allowance will be provided by Haldex.
- D. Warranty products must be packaged separately from other returns and are to be returned to the following locations.

(THIS INCLUDES ALL EXTENDED DAMAGE CLAIMS):

- i. All new and remanufactured Haldex non-friction products should be returned to Kansas City.

Large shipments (pallet size, bulk packages and shipments over 300 lbs.) are to be shipped freight collect to the proper Haldex Location via Haldex's preferred carrier (Contact the Haldex Warranty Department 877-442-5339 for detailed information.) Packages less than 200 lbs. are to be shipped prepaid by a small package service with the shipping charges defined on Warranty Claim Form (L90005). Credit for prepaid freight will be issued to the Customer with the warranty credit.

Return All New and Remanufactured ("Non-Friction")
Service Parts to:

Haldex Brake Products Corporation
10715 N.W. Airworld Drive
Kansas City, MO 64153-1215
Phone: (816) 891-2470

- ii. All Friction Products

Warranties must be tagged, marked and returned to the appropriate Haldex Friction Center. See listing of Haldex Friction Centers on Page 13.

Return all Friction Product to the Haldex Friction Center where the Friction Product was purchased. DO NOT RETURN ANY FRICTION PRODUCT TO THE KANSAS CITY DISTRIBUTION CENTER.*

NO FRICTION WARRANTY MATERIAL WILL BE ACCEPTED AT THE KANSAS CITY, MISSOURI HEADQUARTERS FACILITY LOCATED AT 10930 NORTH POMONA AVENUE. ANY MATERIALS RECEIVED AT THIS LOCATION WILL BE RETURNED FREIGHT COLLECT OR SCRAPPED PER CUSTOMER REQUEST.

** Continued next page*



- E. If warranty is denied: Disposition of material can be determined per Customer's instructions upon claim filing. If no instructions are given, material will be held for a maximum 30 days after denial notification. If no response is received in 30 days, the material will be scrapped without credit.
- F. Warranty material packages must have the Warranty Claim Form Serialized Number CLEARLY MARKED ON THE OUTSIDE OF THE CONTAINER(S), AS WELL AS ON THE ACCOMPANYING SHIPPING DOCUMENTS. Material that is not clearly identified with the serialized form number will not be processed.
- G. Date codes are found on the I.D. tag attached to the product or stamped into the product and are in the following formats:

1.	05/07	XX (05) Month of the year	XX (07) Year			(4 digits)
2.	260K	XX (20) Week of the year	X YEAR 6 = 96 7 = 97 8 = 98 9 = 99	K plant		(3 digits and a letter)
3.	302A6K	XXX (302) Day of the Year	X SHIFT A = First B = Second C = Third	X YEAR 6 = 96 7 = 97 8 = 98 9 = 99	K Plant	(3 digits, a letter, a digit and a letter)
4.	3028	XXX (302) Day of the year	X (8) Year			(4 digits)
5.	30296	XXX (302) Day of the Year	XX (96) Year			(5 digits)
6.	302A06A	XXX (302) Day of the year	X SHIFT A = First B = Second C = Third	X YEAR 01 = 2001 02 = 2002 03 = 2003 04 = 2004	A Plant	(3 digits, a letter, a digit and a letter)
7.	D3029626	(D = Customers)	XXX (302) Day of the year	XX (96)		XX (26) Run
8.	03029626	(O = OEM)	XXX (302) Day of the year	XX (96) Year		XX (26) Run

H. HALDEX reserves the right to inspect the vehicle and brake system as part of the warranty evaluation.

Engineering Your Road to Success

The SAF-HOLLAND® Group is one of the leading international manufacturers of suspension-related assemblies and components for trailers, trucks and buses. Our innovative products increase the efficiency, safety and environmental friendliness of commercial vehicles, contribute to the success of our customers. With around 5,500 employees worldwide, we are at the forefront of shaping the future of the transportation industry.



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