

Aftermarket Freight Policy

TERMS OF SALE. Shipments will originate from the STEMCO Distribution Center, Berea, KY (or other STEMCO locations) and will be shipped freight prepaid if the order meets the minimum net dollar requirement below. *Not applicable to PDC/Depot locations.*

FREIGHT ALLOWED:

\$1,000 NET - combine any/all STEMCO products to receive freight prepaid; **EXCLUDING:** AERIS, SuperSpare, Brake Lining, Drums, and Hubs within the continental USA.

\$3,000 NET - combine any/all STEMCO Products to receive freight prepaid; **INCLUDING:** AERIS, SuperSpare, Brake Lining, Drums, and Hubs within the continental USA.

ALASKA/HAWAII: PPD shipments under 175 lbs. ship UPS 3-Day Select

ALASKA/HAWAII: PPD shipments over 175 lbs ship STEMCO preferred LTL carrier to customer designated west coast forwarder.

ORDERS NOT MEETING ORDER REQUIREMENT FOR PREPAID FREIGHT:

Shipments under 175 lbs:

- Customer provide UPS/FedEx account **OR**
- STEMCO will prepay/add shipping charges to invoice

Shipments over 175 lbs:

- Customer provided LTL carrier name, account number and routing instructions.
- STEMCO will NOT prepay LTL charges

EXPORT ORDERS. Minimum order requirement \$500. U.S. inland freight (including Puerto Rico) allowed on orders over \$3000. Orders that do not meet the \$500 minimum will be ExWorks and customer must provide routing.

TRUCK (COMMON CARRIER). STEMCO reserves the right to select the most direct routing to a given point. In some cases it may be necessary to interline with other carriers at various points. Should you experience difficulty with the carrier designated to carry your freight, STEMCO will, upon notice, review the circumstances and work to a mutually agreeable solution.

ROUTING. Street addresses (not Post Office Boxes or Rural Routes) are required on all routing methods.

UNITED PARCEL SERVICE (UPS). UPS shipments may not exceed a weight of 175 pounds per order, with each individual package not exceeding 35 pounds. Maximum size per package is 130 inches in length and girth combined, with a maximum length of 108 inches per

package. Minimum charge for a package measuring over 84 inches in length and girth combined will be equal to the charge for a package weighing 30 pounds. Any order which requests UPS shipping but exceeds the weight and size limitations will be routed at the discretion of STEMCO.

EXPEDITED SERVICE.

\$10 Expediting Fee

Applied to orders placed and requested to be shipped same day. Must ship via Air service – Truck down orders only.

TRACING & PROOF OF DELIVERY. Contact your Customer Service Representative at 1-800-527-8492 or customer can retrieve tracking via STEMCO Online Customer Portal.

PROCEDURES FOR TRANSPORTATION LOSS & DAMAGE CLAIMS.

All shipping discrepancies must be reported to STEMCO within 30 days of STEMCO invoice date to be considered for resolution. STEMCO will file both shortage and damage claims with the carrier on shipments sent prepaid freight with STEMCO preferred carrier. Do not return damaged/overage merchandise to STEMCO without an RGA (Return Goods Authorization). All carriers/distributors are required to count cartons/pallets picked-up/delivered. **STEMCO cannot be responsible for any merchandise after the distributor has signed clear.**

VISIBLE LOSS OR DAMAGE. Any external evidence of loss or damage must be noted on the delivery receipt and signed by the carrier's agent. Failure to adequately describe such external evidence of loss or damage may result in the carrier refusing to honor a claim. Visible loss should be reported to STEMCO Claims Representative at claims@stemco.com within 30 days of STEMCO invoice date. Customer should provide pictures of damage as well as copy of carrier delivery receipt noting shortage/damage.

CONCEALED SHORTAGE OR DAMAGE. "Concealed shortage or damage" means shortage or damage which does not become apparent until the merchandise has been unpacked. The contents may be damaged in transit due to rough handling even though the carton may not show external damage. When the damage is discovered upon unpacking, it is necessary to make a written request for inspection by the carrier's agent within 30 days of delivery date. A shortage which was not apparent at the time of the delivery should be reported (by phone or in writing) to your STEMCO Claims Representative at claims@stemco.com within 30 days of STEMCO invoice date.

Carriers operate under a 15 day rule and generally will not honor loss or damage claims reported after 15 days, unless the claim is supported with substantial evidence that the carrier is responsible for the loss or damage.