

We realize that at times it is necessary for our customers to return purchased parts to Mustang for credit. Processing these unneeded parts is costly and time consuming for both Mustang and our customers. Our Parts Return Policy is necessary to help Mustang, recover a portion of its cost associated with returned parts. Our commitment is to minimize your costs and ours, by doing everything in our power to assist you in getting the right part the first time. By working together, we can minimize the costs associated with parts returns. You can help by giving us the following information when ordering:

- Model, serial number, and arrangement of the machine you are working on, when ordering parts by description.
- When you order by part number, be sure you are using current parts literature, preferably S.I.S or PartStore.

We know you have a choice, thank you for making MUSTANG CAT that choice.

POLICY ON NEW AND EXCHANGE PARTS

1. All parts returned must be in the original package in new, saleable condition.
2. Parts returned for credit must be accompanied by the invoice or packing list indicating how and when they were originally purchased.
3. Non-returnable and replaced items, as defined by Caterpillar, which are non-stock items by Mustang cannot be accepted. Additionally:
 - a. Fluid carrying tubes with the end protection removed are non-returnable.
 - b. Gasket sets that have been opened are non-returnable.
 - c. Non-stock made to order hoses are non-returnable.
 - d. Non-stock parts that are \$45.00 cost or less are non-returnable.
4. A cost recovery fee will be assessed for all returnable Caterpillar parts according to the following schedule:
 - a. 0% on returnable stock items returned within 5 days of purchase.
 - b. 10% on returnable stock items returned within 6-30 days.
 - c. 10% on returnable non-stock items returned within 10 days of purchase, 15% within 11 to 30 days.
 - d. Parts returned after 30 days of purchase will be accepted on a negotiated basis only.
 - e. Parts left in the will call customer pickup area longer than 10 working days will be credited to your account less the appropriate cost recovery fee.
5. Remanufactured product cores returned for credit within 60 days of purchase will receive full allowable credit. Credits for cores returned after 60 days will be accepted on a negotiated basis only.

Allied or NON-CATERPILLAR PARTS

Allied parts will be accepted for return only if they are returnable to our supplier.

After Mustang receives written notice from the supplier that the part is returnable, the credit amount allowed by the supplier, less 10% handling charge, will be issued to your account.