

Terms for the supply / sale of spare parts

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Basic Terms

Spare parts are sold to all customers. Replacement parts can be purchased and picked up directly from Schmitz Cargobull Parts & Services GmbH or ordered by telephone, fax or email. Sales or supplies to already registered customers take place according to the payment terms agreed with the customer. Sales to new customers are paid for by cash or credit card - either cash on delivery or pre-payment.

Spare part shipments to post box addresses are fundamentally not possible.

Partial shipments are permissible unless the customer has expressly requested complete shipment. Articles not in stock will be supplied as soon as they become available.

Insofar as we can make a technical assessment, we will send spare parts that can only sensibly be used in conjunction with other spare parts at the time of availability of the last ordered part.

Sales / Ordering

For every spare part order / sale, the following details will be useful in obtaining a quick order completion:

- a) Customer number
- b) Orderer's name
- c) Invoice address
- d) Delivery address (only for deliveries)
- e) Chosen shipping method (e.g. carrier, parcel service or overnight express)
- f) Vehicle identification number (for vehicle related orders)
- g) Article number
- h) Order quantity
- i) Partial shipments acceptable or not

Opening times

Spare parts sales is open from

Monday to Friday	7.30 a.m. – 6.30 p.m.
Saturday	7.30 a.m. – 11.30 a.m.

Address:

Schmitz Cargobull Parts & Services GmbH
Siemensstrasse 49
D-48341 Altenberge

Telephone orders: +49 (0)2558 81 2999.

Email orders: ersatzteil-center@cargobull.com

Spare parts orders for parts held in stock will be shipped on the same day if we receive the parcel service or overnight express order before **4.30 p.m.** Orders for large sized spare parts, which can only be transported by a carrier, can only be dispatched on the same day if we receive the order before **12.00 midday**.

Order confirmation

A notification / order confirmation will only be produced and faxed, if the parts ordered cannot be sent from our depot at the next available dispatch time. This also applies to partial shipments.

Prices

Prices are taken from the spare parts list valid at the time of ordering inclusive of packing, any VAT and freight costs. The minimum order cost is € 25,-

We will apply a 3 % discount for orders received by fax or email that do not require any queries by us to the order placer (web link "Sales / Ordering")

We reserve the right to make short-term price adjustments.

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For parcel shipments within Germany the following freight costs table is valid:

Express delivery, delivery by 7 a.m. on the next working day:

up to 5 kg	8.60 €
up to 10 kg	10.40 €
up to 15 kg	12.70 €
up to 20 kg	16.10 €
up to 30 kg	20.70 €
over 30 kg	1.00 €/ kg

Standard delivery, delivery generally during the next working day:

up to 5 kg	4.70 €
up to 10 kg	5.70 €
up to 16 kg	6.70 €
up to 20 kg	7.70 €
up to 26 kg	10.70 €
up to 31.50 kg	12.70 €

These and any other transport costs not listed in the table, will be separately indicated and charged in the parts invoice.

For price differences of more than 15 %, we will produce an order confirmation, that will be sent to the invoice receiver by fax prior to shipment.

A separate calculation will be made for non-stocked spare parts for vehicles that were last made more than 10 years ago. For this purpose we will produce an order confirmation with the price and delivery time to the customer, with which the customer must reconfirm the spare parts order.

Dispatch

When placing a spare parts order, please indicate the chosen shipping method. Please indicate if it is a forward order.

Dispatch is ex works from Cargobull Parts & Services Altenberge, or if necessary ex works of the preliminary supplier.

Once the order has left our site any losses due to damage or loss during transport will be at the orderer's expense.

Deliveries by overnight express service require a theft-proof storage / receiving location in accordance with insurance law.

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Return of spare parts

Spare parts may only be returned for credit upon agreement with our office. For this purpose, fill out the return form supplied with each goods shipment and send it to us by fax. There does not exist, in any circumstances, an obligation to take back dispatched orders. Obviously this does not include incorrectly supplied orders.

Only parts that can be visually seen to be new, i.e. that have not already been fitted or used, will be taken back. The parts should be sent carriage paid in their original packaging. There is a handling charge equal to the greater of 10 % of the invoiced amount or a minimum cost of 25.00 euros.

If any cleaning work is necessary we will apply a surcharge of 12.50 euros for each part requiring cleaning.

Returns with a goods value of less than 10.00 euros or that have been stored on your premises for more than 4 weeks may not be returned or credited.

Packing

Packing costs are included in the sales prices.

We will pack the spare parts ordered by you in the best possible manner dependent on size, either as a parcel delivery or as individually packaged goods. If damage occurs, despite all due care, then please inform both us and the freight forwarder of the damage as soon as the goods are received. In cases of obvious damage, you can of course, refuse to accept the goods.

Any liability for transport damage beyond the first ship-to location made known to us, is excluded.

We use, as a matter of course, recyclable packaging material, return of the packaging material, is therefore not possible.

Spare parts guarantee

The guarantee period for spare parts is 12 months beginning from the date shown on the delivery note. The guarantee is limited to the parts supplied. Where guarantee claims are made, reasonable fitting and removal costs will be refunded, while the part will be replaced in kind. However no consequential or other service costs will be reimbursed.

The part claimed under guarantee is to be sent back immediately free of charge and will, if necessary, be presented to the preliminary supplier for testing. The latter will make a guarantee decision. Processing is via a guarantee contract. The guarantee form is available for download from our home page, www.cargobull.com under the „After-Sales“ link.

Issuing of invoices / Payment terms

Invoices will be sent separately by post.

All other terms and conditions are to be taken from the invoice or the General Terms of Supply and Payment (ALZB).