

OSHKOSH CORPORATION OSHKOSH DEFENSE, LLC POLICY		Approved By	Director, Aftermarket Sales & Support
Title	PARTS RETURN POLICY	Prepared By	Sr. Parts Manager
Number	DEF-POL-GIPS001	Last Revised	August 8, 2019

PURPOSE

This policy outlines Oshkosh Defense, LLC's terms and conditions for accepting parts returns from Global Integrated Product Support's (GIPS) external customers. It also guides decision making for our employees regarding customers' return requests. This ensures Oshkosh Defense, LLC only accepts returns of parts within the parameters of this policy (unless otherwise specified in the applicable customer contract).

(Oshkosh Defense, LLC will be referred to as 'Oshkosh Defense' in this policy.)

SCOPE

This policy covers all external customer requests for non-warranty related returns of GIPS orders, unless otherwise specified in the applicable customer contract. All warranty-related returns requests shall be administered in accordance with the applicable Parts Warranty Policy.

GIPS Product Support Operations (PSO) has responsibility for the administration of this policy.

The following teams and roles are responsible for the execution this policy as customer interfacing teams.

- Order Management & Capture: Parts Administrators, Sr. Parts Administrators, Parts Managers
- Warranty: Service Administrators, Sr. Service Administrators, Service Managers
- Contracts: Contract Administrators, Sr. Contract Administrators, Contract Specialists, Contract Managers

DEFINITIONS

49 CFR – Code of Federal Regulations (Chapter 49), governing hazardous material shipments by ground

CONUS – Within the continental United States (does not include Hawaii and Alaska)

Customer Contract – Any purchase order, supply agreement and/or other form of customer contract incorporating specific terms and conditions of sale

GIPS – Global Integrated Product Support

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IATA – International Air Transportation Association, governing hazardous material shipments by air

IMDG – International Maritime Dangerous Goods, governing hazardous material shipments by sea/water

MPDC – Milwaukee Parts Distribution Center

OCONUS – Outside the continental United States (to include Hawaii and Alaska)

PSO – Product Support Operations

RGA – Returned Goods Authorization

POLICY

No parts are to be returned to Oshkosh Defense without the prior authorization of Oshkosh Defense. Parts returned in violation of this policy may be: (i) returned to the customer at their expense, or (ii) accepted by Oshkosh Defense, subject to a restocking charge; in each case, such determination to be made by Oshkosh Defense in its sole discretion.

Returned parts must be received by Oshkosh Defense within 60 calendar days of date of the written authorized approval of return by Oshkosh Defense.

Return parts must be accompanied by the appropriate Returned Goods Authorization (RGA) paperwork.

- Parts received without RGA paperwork will result in a delay or no credit processing, in the sole discretion of Oshkosh Defense.
- If received after 60 calendar days, part(s) are subject to rejection by Oshkosh Defense (in its sole discretion) and may be returned to the customer at their expense.

Parts will be returned to the following address:

Oshkosh Defense, LLC

C/O: MPDC

Attn: Quality – RGA Returns

5211 S 3rd Street

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Milwaukee, WI 53207

Returns Resulting From Oshkosh Defense Error

Oshkosh Defense will authorize the return of incorrect parts shipped to the customer as a result of an error by Oshkosh Defense, at the expense of Oshkosh Defense, if such RGA requests are submitted within 60 calendar days of receipt of incorrect parts (unless otherwise specified in the applicable Customer Contract).

Returns Resulting From Customer Error

Any RGA requests related to or resulting from a customer error must be submitted within 60 calendar days of receipt of shipment. It will be at the sole discretion of Oshkosh Defense whether such parts will be accepted for return.

For authorization of a return to be granted, parts must:

- Be shipped to the above Oshkosh Defense address with freight prepaid; and
- Have a minimum extended price of \$100 (CONUS) or \$500 (OCONUS).

Restocking Fee:

- A 25% restocking fee per returned unit(s) will be applied (based on purchased unit price) to all return parts accepted by Oshkosh Defense.

Parts Eligible for Return Under this Policy Must Meet the Following Conditions:

- New
- Current
- Undamaged
- Unused / never installed

Parts Not Eligible for Return Under this Policy:

- Parts not purchased from Oshkosh Defense
- Parts not identified with a part number
- Incomplete or loose parts
- Incomplete kits

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- Limited shelf life items (seals, o-rings, gaskets, hoses, decals, paint, etc.)
- Discontinued parts
- Damaged parts
- Parts related to Warranty claims
- Custom parts
- Used/previously installed

Receipt and Inspection

Returned parts will be subject to the following additional conditions:

- Must be purchased through Oshkosh Defense;
- Audit for accuracy of quantity and part number; and
- Final determination as to the condition and acceptability of parts by Oshkosh Defense, in its sole discretion.

Final Approval and Credit

After final audit and inspection, customer will be notified of acceptance or rejection by Oshkosh Defense, and:

- For parts that are rejected:
 - The customer will need to provide Oshkosh Defense with written instructions regarding the disposition of such items within 30 days
 - Rejected parts remaining in the possession of Oshkosh Defense following this 30 calendar day period shall be disposed of, at the customer's expense, by Oshkosh Defense in its sole discretion.
- For parts that are accepted
 - Credit will be issued to customer (subject to applicable charges and restocking fees).

Packaging Requirements

Packaging of returned product shall be accomplished using best commercial packaging methods. Packaging must ensure that the returned item(s) are not damaged

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due to insufficient packaging. Packaging shall not allow metal-to-metal or painted surface-to-painted surface contact.

Hazardous materials shall be packaged, shipped and otherwise handled in strict compliance with all legal and/or regulatory requirements related to such material, including without limitation, 49 CFR, IATA, and IMDG, as required.

REFERENCE

RGA form: S:\OSK-Share\DEPT\ILS\2- Sales Desktop Procedures\RGA - Credit Memos\RGA Form.pdf

Customer Concerns Decision Tree: S:\OSK-Share\DEPT\ILS\2- Sales Desktop Procedures\RGA - Credit Memos\ Customer Concerns Decision Tree.pdf

Parts Warranty Policy: S:\OSK-Share\DEPT\ILS\2- Sales Desktop Procedures\Forms\General Sales administration\OSK Parts Warranty.doc

CONTACTS

- Order Management, Sr. Parts Manager
- Order Management, Parts Manager
- Call Center, Sr. Parts Manager
- Order Management, Int'l Sales Admin Supervisor
- Contracts, Contract Manager

REVISION

Revision	Description of Change	Revised By
1.0	Formatting	Global Ethics and Compliance