



SPARE PARTS POLICIES AND PROCEDURES FOR MANULIFT CERTIFIED DEALERS



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GENERAL INFORMATION

PARTS PERSONNEL

Our external customer service parts personnel are dedicated to the highest customer satisfaction level. We will take every necessary step to make your experience with our company as pleasant as possible. We are your Merlo spare parts specialists and value you as our customer.

WORKING HOURS

Our parts order desk hours are: **07:00 to 17:00 E.S.T. Monday to Friday.**

Our shipping and receiving department hours are: **07:00 to 17:00 E.S.T. Monday to Friday.**

ORDER TYPES

In order to enable Manulift EMI Ltd. to ship orders according to their priority, it is necessary to classify all orders and process them accordingly.

Order classification will result in the appropriate handling of orders by the parts department within the specified time schedule, shipment and related discount terms.

The parts order classifications are:

- New Dealer Initial Stock Order
- Monthly Stock Order
- Daily Stock Order
- Emergency Order



DISCOUNT STOCK ORDERS

The various dealer parts discounts have been established per product groups as defined as the following and applicable to New Dealer Initial Stock Orders, Monthly Stock Orders and Daily Stock Orders:

- Regular parts¹: 30%
- Filters (Merlo, Deutz, Iveco and Perkins): 15%
- Tools: 15%
- Tires: 10%
- Attachments: 10%
- High value parts²: 20%
- Ultra high value parts³: 10%
- Deutz Regular parts : 20%
- Deutz high value parts : 10%
- Iveco regular parts: 20%
- Merlo sales options⁴: 30%
- Merlo high value sales options⁵: 15%

1. List price parts from 0.01-750.00\$
2. List price parts from 750.01-3499.99\$
3. List price parts from 3500.00 and up\$
4. List price items from 0.01-4999.99
5. List price items from 5000.00 and up



DISCOUNT EMERGENCY ORDERS

10% applicable on all product groups.



NEW DEALER INITIAL STOCK ORDER

ORDERING METHOD

New dealer initial stock orders must be clearly marked “New Dealer Initial Stock Order”.

Orders may be placed by sending an e-mail to parts@manulift.ca or pieces@manulift.ca. For dealers requiring parts information assistance, please contact one of our external customer service parts specialists to ensure accurate and timely processing of your order.

A New Dealer Initial Stock Order is a one-time unique order.

NEW DEALER INITIAL PARTS ORDER VALUE REQUIREMENTS

The New Dealer Initial Stock Order must exceed \$20,000.00* (List Price) to qualify for full prepaid freight. The New Dealer Initial Stock Order should be placed within the first 3 months from the date that the “Dealer Agreement” was signed.

*May include tool order.

DELIVERY TIME

New Dealer Initial Stock Orders will be shipped within 45 working days of receipt of order.

SHIPPING

All New Dealer Initial Stock Orders are shipped prepaid. Manulift EMI Ltd. reserves the right to choose the method of dispatch.



MONTHLY STOCK ORDER

ORDERING METHOD

Monthly Stock Orders must be clearly marked “Monthly Stock Order”.

Orders may be placed by sending an e-mail to parts@manulift.ca or pieces@manulift.ca. For dealers requiring parts information assistance, please contact one of our external customer service parts specialists to ensure accurate and timely processing of your order.

MONTHLY STOCK ORDER VALUE REQUIREMENTS

Monthly Stock Orders received by Manulift EMI Ltd. parts department will be processed within 4 working days of receipt of order. A 10 line minimum order quantity and \$5,000 minimum (List Price) will apply to all stock orders.

A maximum of 1 Monthly Stock Order is allowed per dealer per month.

DELIVERY TIME

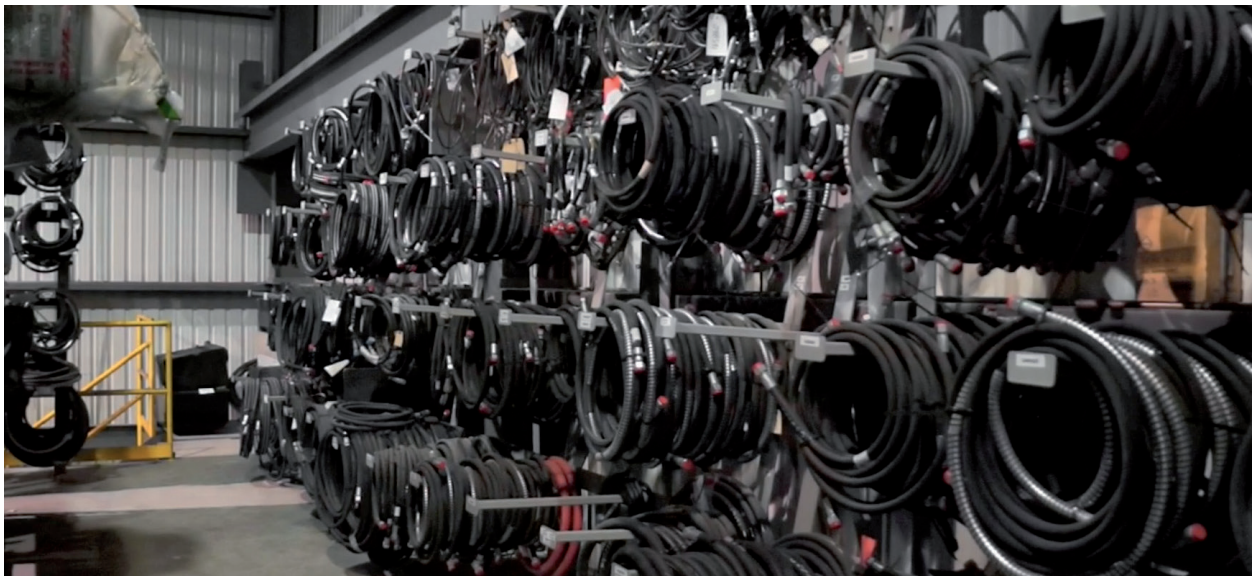
Monthly Stock Orders will be shipped within 21 working days of receipt of order.

SHIPPING

Monthly Stock Orders are shipped prepaid from the warehouse and 50% of applicable freight costs will be charged to dealer. A superior percentage of freight participation by Manulift EMI Ltd. may be obtained with higher value orders.

BACK ORDERS

Parts on Monthly Stock Orders, which are not immediately available, will be shipped as soon as available and will qualify for the applicable stock order discount and prepaid freight.



DAILY STOCK ORDERS

Daily Stock Orders received at Manulift EMI Ltd. Parts customer service after 15:00PM will be processed the next working day.

ORDERING METHOD

Daily Stock Orders must be clearly marked “Daily Stock Order”.

Orders may be placed by sending an e-mail to **parts@manulift.ca** or **pieces@manulift.ca**. For dealers requiring parts information assistance, please contact one of our external customer service parts specialists to ensure accurate and timely processing of your order.

A dealer may place as many Daily Stock Orders as they wish.

DELIVERY TIME

Daily Stock Orders will be handled as a level two priority and all available parts shipped within 2 working days.

SHIPPING

Daily Stock Orders will be shipped at the dealer’s expense and by the dealer’s choice of freight if available within our retail outlet areas.

BACK ORDERS

Any back-ordered daily order parts will be ordered and will be shipped as soon as available by the fastest method.



EMERGENCY RUSH ORDERS

Emergency Rush Orders received at Manulift EMI Ltd. Parts customer service after 14:00PM may be processed the next working day.

ORDERING METHOD

Emergency Rush Orders must be clearly marked “Emergency Rush Order”.

Orders may be placed by sending an e-mail to **parts@manulift.ca** or **pieces@manulift.ca**. For dealers requiring parts information assistance, please contact one of our external customer service parts specialists to ensure accurate and timely processing of your order.

DELIVERY TIME

Emergency Rush Orders will be handled as the highest priority.

SHIPPING

Emergency Rush Orders will be shipped at the dealer’s expense and by the dealers choice of freight if available within our retail outlet areas.

SPECIAL SERVICE CHARGE

Manulift EMI Ltd. reserves the right to add to the invoice any costs incurred in supplying the emergency repair parts to the dealer including but not limited to incoming freights costs, delivery fees/expenses, special packaging requirements, etc.

BACK ORDERS

Any back-ordered daily order parts will be ordered and will be shipped as soon as available by the fastest method.



BACK ORDERS

In the case of Emergency Rush and Daily Stock Orders, if an item is not available, the dealer will be informed by e-mail as soon as possible with the estimated date of delivery indicated. The dealer will be responsible for indicating if the part is to be maintained on order or cancelled for the pending order.

SHORTAGE OR SHIPPING DISCREPANCIES

It is the dealer's responsibility to report any shipping discrepancies to Manulift EMI Ltd. within 3 working days of receipt of shipment. Discrepancies reported after 3 working days will be subject to review.

Any Manulift EMI Ltd. parts shipment refused by the dealer will be subject to a 25% restocking fee and all applicable return freight fees will be charged back.

DAMAGED IN SHIPMENT

Every effort is made to properly pack and ship parts. If the parts are received damaged, you must file a claim with the shipping company and not Manulift EMI Ltd.



RETURN GOODS AUTHORIZATION

Request for a parts return must be submitted in writing to Manulift EMI Ltd. within 30 days from the date of parts shipment. The reason for the parts return, dealer purchase order number, and the original invoice number must be indicated within the request.

Parts for return must be complete and in new and saleable condition and are subject to inspection prior to acceptance for credit.

Parts returned must be clearly marked with part numbers, in original packaging and shipped in a suitable container to avoid damage.

Parts eligible for return will be those purchased from Manulift EMI Ltd.

Unauthorised returns will be refused and returned to the parts customer, freight collect.

The following items are excluded:

1. Parts removed from complete machines and/or attachments.
2. Incomplete parts, packages and kits.
3. Chemicals (i.e. paint, oil, adhesives etc.).
4. Non stock items ordered on a special order basis.
5. Parts purchased by a parts customer through special price concession (warranty campaigns), parts from repair kits, or parts removed from new machines.
6. All parts that are not in new condition or parts requiring clean up or rework.
7. Parts that are contaminated, improperly packaged or damaged in shipment.
8. Decals.
9. All parts with a limited shelf life, including but not limited to, O-rings, seals, rubber hoses, hydraulic hoses, filters and gaskets.
10. Broken quantity packs or kits.
11. Bulk parts cut to order, including but not limited to, machine trim stripping, wire rope and electrical wire.
12. All electrical parts (unless proven to be defective).
13. Parts purchased or manufactured specifically for your order.
14. Parts ordered under special promotions indicating "Sales Final".
15. Any hardware items, including but not limited to, bolts, nuts, screws, washers and hydraulic fittings.
16. Any part with an extended line item net value of less than \$10.00.
17. Any part that is obsolete i.e. not included on the current parts list at the time of proposed return.

PARTS RETURN PROCESS & POLICIES

Dealer must submit a written request to obtain the return goods authorization. The request must detail all part numbers, descriptions, quantities, and a detailed reason for the return as well as all contact information including a contact name, telephone number and e-mail.

Manulift EMI Ltd. must receive all authorized parts returns within 30 days of the parts customer's receipt.

*Parts eligible for return will be those purchased from Manulift EMI Ltd.

E-mail parts return request to **parts@manulift.ca** or **pieces@manulift.ca**.

An approved copy of our "Return Goods Authorization" will be e-mailed back to the dealer within 10 days from receipt. The authorization number will appear on this form. Use this number for any correspondence regarding the parts return.

Unauthorized parts returns will be subjects to a 25% restocking charge except for the first new dealer initial parts return, authorized in the first year, and applicable only on parts ordered within the New Dealer Initial Order.

All sums credited for parts returns submitted under the New Dealer Initial Stock Order clause as indicated in the dealer agreement will be applied to the dealers house account and set aside for future Monthly Stock, Daily Stock and/or Emergency Orders.

All parts must be properly tagged and all returns must include packing slips.

Extended value of each line item must be a minimum of \$10.00 dealer net.

The parts returns will fall into one of the following 3 categories:

1. SHIPPED IN ERROR BY MANULIFT EMI LTD.

A return goods authorization request must be submitted to Manulift EMI Ltd. Parts within 5 working days from receipt of shipment.

Upon receipt of the RGA, the dealer must ship parts back, freight collect, to Manulift EMI Ltd., accompanied by the RGA packing list, and as per instructions indicated in the RGA including but not limited to, choice of freight company.

The RGA number must be clearly marked on the outside of the package.

Upon receipt and inspection of the parts, a credit will be issued for parts and applicable freight charges. No restocking charges will apply.

2. ORDERED IN ERROR BY DEALER

A return goods authorization request must be submitted to Manulift EMI Ltd. Parts within 5 working days from receipt of shipment.

Upon receipt of the RGA, the dealer must ship parts back, freight prepaid, to Manulift EMI Ltd., accompanied by the RGA packing list, and as per instructions indicated in the RGA including but not limited to, choice of freight company.

The RGA number must be clearly marked on the outside of the package.

A \$100 minimum net price will be required for returns.

Upon receipt, inspection and acceptance of the parts, a credit will be issued, based on the net invoice amount, less a possible 25% restocking charge.

No allowance will be made for freight charges.

Allow 15 days for processing. Credit for parts accepted for return will be applied to your house account.

3. ANNUAL PARTS RETURNS

The annual parts return program allows a dealer, once per year, to return parts to Manulift EMI Ltd. for credit. The maximum value (at dealer net) of the parts allowed for return cannot exceed 10% of the dealers net value of parts purchased from Manulift EMI Ltd., from January 1st to December 31st of the previous year. The eligible amount is determined from all the parts purchased on Monthly Stock and Daily Stock Orders, net of returns during the year. Request must be made before January 1st.

Terms:

1. Parts eligible for return will be those purchased from Manulift EMI Ltd. during the 12 month period immediately preceding the date of the return request.
2. A "Return Goods Authorization" form must be submitted complete with original invoice details, etc.
3. Upon review, Manulift EMI Ltd. will confirm by written authorization, the parts and quantities that are approved.
4. Parts returned must be in new and saleable condition and are subject to inspection prior to acceptance for credit consideration.
5. Parts must be returned to location specified at dealer's expense.
6. Extended value of each line must be a minimum of 10.00\$ dealer net.
7. Parts must be returned within 30 days of date authorized.
8. 25% re-stocking charge may be applied to all parts.
9. Credit amount of parts accepted for return will be current dealer net or original invoice price, whichever is less.

PARTS LIMITED WARRANTY POLICY

All O.E.M. Merlo parts, sold to dealers by Manulift EMI Ltd. are warranted for a period of six months from date of installation.

Warranty claims are to be processed as per warranty procedures presented to dealers by Manulift EMI Ltd. warranty department.





NOTRE MODÈLE NOUS PROPULSE #1 AU CANADA

**Les entrepreneurs spécialisés ne peuvent être comparés aux généralistes.
100 % de nos ressources sont consacrées au télescopique.**

NOS CLIENTS EN ONT PLUS POUR LEUR ARGENT

- Que des marques à gains opérationnels.
- Marques standardisées : perte d'adaptation minimisée.
- Analyse de productivité.
- Transparence des chiffres que plusieurs dissimulent.
- Location applicable à l'achat et plans d'acquisition.
- 4 succursales et 25 concessionnaires.
- Seul concessionnaire qui loue ses produits à grande échelle (400 unités, #1 au Canada).
- 40 ans d'expertise, soutien en juridiction de métier.

SPÉCIALISTE : MANULIFT OFFRE UN SOUTIEN SUPÉRIEUR ET PLUS RAPIDE

- 60 techniciens certifiés uniquement télescopiques.
- Ateliers et outils sur mesure.
- 18 véhicules routiers sur mesure; soutien rapide avec pièces intégrées.
- Ligne directe de soutien clients, deux formateurs internes.
- 6,5 millions de pièces télescopiques en stock (plus que tous nos compétiteurs).
- Unités de courtoisie pour éliminer les pertes de production.
- Fabrication d'attachements exclusifs sur demande.



MERLO: IMPORTÉ AU CANADA PAR MANULIFT EMI LTÉE



**ARCHITECTE
DE VOTRE
SUCCÈS**

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