

## Stock Adjustment Policy for Eligible Distributors

### To: All Distributors of STEMCO Products

Eligible distributors may return stock once per year for credit, subject to the provisions of this bulletin.

Distributors may return stock for credit in the amount of 2% or less of their net annual purchases for the preceding year. Any unused portion of the return allowable amount may not be carried over. **The product being returned must have an overall value of \$500 or more.** All returns should be shipped freight prepaid to the STEMCO location listed on the Return Goods Authorization (RGA) document.

**There is a 10% restocking fee.** All return requests must be submitted to STEMCO during the **return period of January 1st to June 30th.** All material being returned must be received at the appropriate STEMCO location prior to the RGA expiration date (30 days from when customer receives RGA from STEMCO) – material received at STEMCO after the RGA expiration date will be refused.

### Returns must have the following two forms included with the shipment in order to be processed:

**This form** with appropriate information filled out at the bottom of the page and the **RGA document** provided by Customer Service or your Sales representative detailing the packing list of the shipment and RGA number. The RGA document/number needs to be clearly visible on the outside of each box/pallet.

### The following list of returns are NOT eligible and will be denied if received:

- Products with manufacturer **date code greater than 2 years**  
*- Document on "How to Read Date Codes" provided upon request*
- Obsolete items **discontinued for 1 year or longer** or not listed on current price sheet
- Special items manufactured specifically for the Distributor and not catalogued as standard item
- Tools, Gaskets, Screws, Windows, Window Kits, Equipment (APE, ReSpec, etc.), Opened Bulk Product  
*- Parts required to be purchased in bulk or multiples can only be returned if original bulk box is unopened and undamaged\**
- Replacement Hoses/DataTrac®/Programmers or any battery operated product
- Used, damaged, or dirty items which are in un-sellable condition (at STEMCO's discretion)\*
- Parts with rust
- Parts not returned in **original box** or parts returned to wrong STEMCO location
- Damaged/dirty boxes or pallets not wrapped/banded securely\*
- Parts no longer in STEMCO catalog

*\*Note: Stemco is not responsible for carrier damage. Returns will be denied if not packaged sufficiently enough to protect against shipping damage.*

### Rejected Parts Disposition

If you choose to have denied product returned at your expense, please provide carrier information:

Carrier: \_\_\_\_\_

Customer Carrier Acct Number: \_\_\_\_\_

**OR**

I do NOT wish to have denied product sent back; STEMCO may scrap parts.

*Please ensure box is checked if selecting this option.*

*Please contact customer service or your sales representative for any questions.  
Thank you for your continued support of STEMCO products!*

**Making the Roadways Safer®** | STEMCO.com

STEMCO – USA 300 Industrial Drive – Longview, TX 75602 | 4641 Industrial Drive – Millington, MI 48746  
(903) 758-9981 | 1-800-527-8492 | Fax: 1-800-874-4297

STEMCO – Canada 1020 Lorimar Drive – Mississauga, ON L5S 1R8  
(905) 206-9700 | 877-232-9111 | Fax: 877-244-4555

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