



Parts Policy and Procedure Manual

Terex Construction Americas
8800 Rostin Road
Southaven, MS 38671
888-908-3739 (888-90-TEREX)

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TEREX PARTS SALES AND DISTRIBUTION INFORMATION:

Address:

Terex Construction Americas
8800 Rostin Road
Southaven, Mississippi 38671

Phone:

Toll-Free: (888) 90-TEREX (888-908-3739)
Outside United States: +001 (662) 393-1800

Fax:

(662) 393-1751

OFFICE HOURS:

Monday - Friday, 7:00 a.m. to 5:30 p.m. Central Standard Time

AFTER-HOURS SERVICE (for Parts Ordering ONLY)

For parts ordering after normal business hours and on weekends and holidays, please use the Parts Emergency Order Line at (662) 393-1800. The TEREX After-Hours Service Center will answer your call, take the order information and contact a distribution center supervisor to respond to your needs. This service is for urgent machine down or emergency requirements only. Thank you for your cooperation.

NOTE: The Terex After-Hours Service Center cannot check availability or offer parts technical information. Distributors are encouraged to check information on-line using Terex Distributor On-Line.

AFTER HOURS SERVICE CHARGE: There will be a \$150.00 fee for use of the After Hours Service. After-hours is considered after 5:30 p.m. Central Time on Monday through Friday, and anytime on Weekends and Holidays.

TEREX PARTS KEY CONTACT NUMBERS:

Customer Service:

Our Customer Service team is able to assist you with placing orders, checking status of orders, price and availability of parts, providing parts quotes and expediting orders. Hours of operation are 7:00 a.m. - 5:30 p.m. CST, Monday through Friday.

Phone:

Toll-Free (888) 90-TEREX (888-908-3739)
Outside United States: +001 (662) 393-1807

Fax:

(662) 393-1751

Parts Technical:

Our Parts Technical team is available to help find unknown part numbers, parts for older machines and updating manuals. Hours of operation are 7:00 am - 5:00 pm CST, Monday through Friday.

Phone:

Toll-Free (888) 90-TEREX (888-908-3739)
Outside United States: +001 (662) 393-1807

Fax:

(662) 393-1704 (Compact & Heavy)
(662) 393-1706 (Terex Lifting Equipment)

Parts Field Sales:

Our Parts Field Sales team works with Distributors in their assigned territories to mutually grow sales and profits for Terex parts. Contact information is on Page 5.

Other Key Contacts:

Jenoa Mickens - Customer Service Manager:

(662) 393-1357
jenoa.mickens@terex.com

Charles Shannon - Aftermarket Parts Manager:

(662) 393-1229
charles.shannon@terex.com

North America

Jim Pierce - Regional Manager-North America

Phone (Mobile): (901) 619-6498

Fax: (866) 758-7748

E-Mail: jim.pierce@terex.com

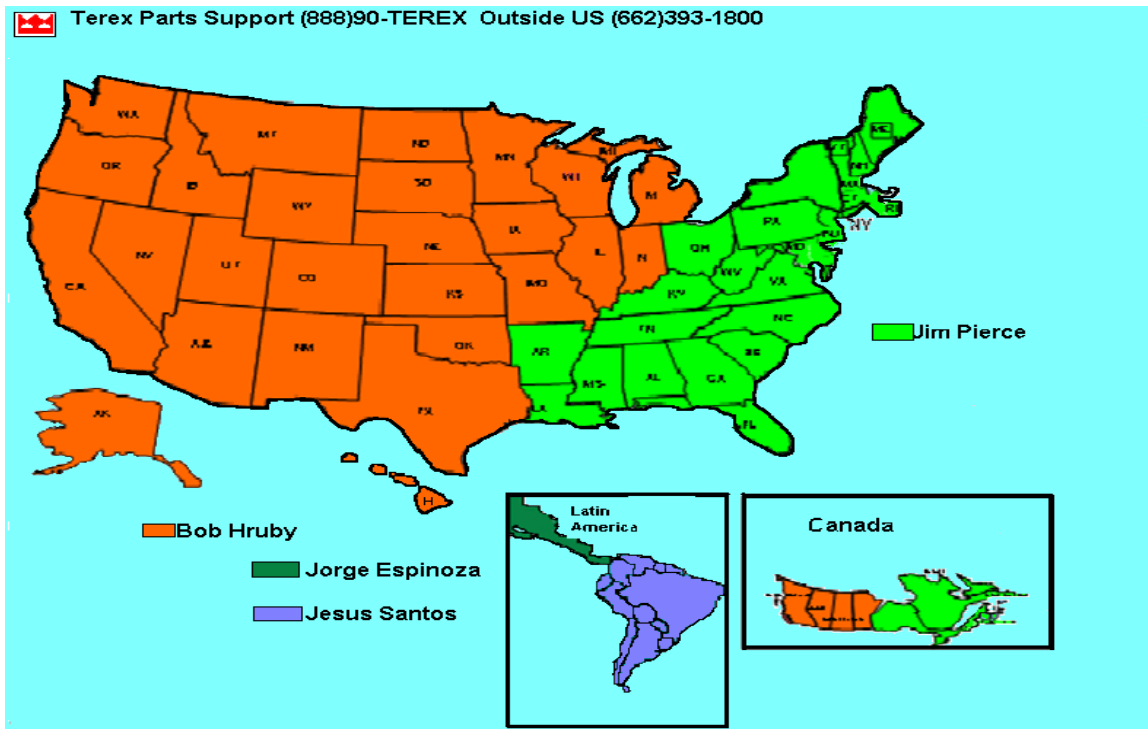
Bob Hruby - Regional Manager-North America

Phone: (314) 291-0552

Mobile: (314) 409-4760

Fax: (314) 291-5494

E-Mail: bob.hruby@terex.com



Latin America

Jorge Espinoza - Regional Manager-Latin America

Phone/Fax: (662) 393-1273

Mobile: (901) 634-5123

E-Mail: jorge.espinoza@terex.com

Jesus Santos - Regional Manager-Latin America

Phone/Fax: (662) 393-1305

Mobile: (901) 674-3026

E-Mail: jesus.santos@terex.com

ORDER PROCEDURES:

On-Line Ordering/Terex Distributor On-Line:

Terex Distributors can order parts 24 hours per day, 7 days a week using Terex Distributor On-Line. Advantages of using Terex Distributor On-Line include:

- Ability to place orders and get price/availability information 24/7/365
- Orders are instantly put into the system - no waiting for processing
- Ability to access parts invoices
- Information about part substitutions and parts informational text on-line
- Access to shipping information
- On-line ability to initiate parts returns

Terex Distributor On-Line can be accessed through the Terex Construction Portal at <http://construction.support.terex.com>. To request access to the Terex Construction Portal and Terex Distributor On-Line, contact Customer Service at (888) 90-TEREX (888-908-3739).

Complete instructions on how to use Terex Distributor On-Line are detailed in the Terex On-Line Distributor Instruction Manual, Version 9.09. This manual can be downloaded off Terex Distributor On-Line. If you have any questions or need further assistance, please contact Customer Service at (888) 90-TEREX (888-908-3739).

Effective January 1, 2012, there is an additional 1% discount off the total Distributor Net price for orders placed using Distributor On-Line. Orders placed by phone, fax or e-mail do NOT qualify for this additional discount.

Phone, Fax or Mail Orders:

Terex Construction Americas also accepts parts orders placed by phone or fax. To help us provide you and your customers with the highest level of accuracy in our parts service, orders entered by phone, facsimile, or in writing should include the following information:

- Distributor Name
- Distributor Number
- Ship-To Address
- Name of Individual Placing Order
- Requested Freight Routing
- Purchase Order Number
- Quantities/Part Numbers/Descriptions
- Machine Model and Serial Number (required for Unit Down orders)
- Requested Shipping Method (air or ground)

Phone, Fax or Mail Orders (Continued):

When placing a fax order, the above information must be faxed to Customer Service at (662) 393-1751.

Notes:

- Phone or fax orders received by Terex after 5:30 p.m. CST will be processed on the next business day.
- Confirmation orders in writing should be clearly marked “**Confirming Order**”.
- Terex Construction Americas reserves the right to refuse or reject an order at any time without cause.

PARTS ORDER CLASSIFICATIONS:

All parts orders are allocated for processing within minutes of on-line submission. The method of shipment selected will determine the priority in which they are processed:

Air Freight Orders:

Orders specifying air freight as the delivery method will receive top priority. The daily cutoff time for orders placed using Distributor On-Line and specifying air freight is **8:00 p.m. CST, Monday through Friday**. Daily cutoff time for Emergency Orders placed via phone, fax or mail is **5:30 p.m. CST, Monday through Friday**. Orders placed after these times will be processed the next business day.

Air Freight Order Shipment Guarantee:

All orders specifying air freight as the shipment method and weighing less than 150 pounds placed on-line before 8:00 p.m. Central Time Monday through Friday ***will ship the same day***. If a part in stock is ordered on a qualifying air freight order and is not shipped the same day, the Distributor ***will be credited back the freight charges***.

Note: This guarantee does not apply to parts not in stock, parts orders placed by phone or fax, orders over 150 pounds, orders specified by the Distributor as “hold for complete” or orders held due to circumstances beyond the direct control of Terex.

Unit Down Orders:

Critical Unit Down orders are placed by specifying the shipment method as **Next-Day Air**. These orders are given the highest priority for special expediting. In order to process a Unit Down order via phone/fax and eliminate any possible delay in shipment, the Model and Serial Number of the machine are required.

Freight on Air Freight Orders:

Freight is charged on all orders specifying air freight. All Air Freight Orders will ship via Terex Preferred Carrier unless otherwise requested. **Terex only guarantees same day shipment for Terex Preferred Carriers.**

Ground Freight Orders:

Orders specifying ground freight are allocated for shipment immediately and most ground shipment orders placed using Distributor On-Line by 3:00 p.m. CST will ship the same day. In all cases, orders specifying ground shipment will ship within 48 hours when stock is available.

Ground Freight Order Shipment Guarantee:

If a part in stock is ordered on a qualifying ground freight order and is not shipped within 48 hours, the Distributor ***will be credited back the freight charges.***

Note: This guarantee does not apply to parts not in available stock, parts orders placed by phone or fax, orders specified by the Distributor as “hold for complete” or orders held due to circumstances beyond the direct control of Terex.

Will Call Orders:

For all Will Call orders, distributor is responsible for picking up their order within 5 business days. For any order not picked up within that timeframe, Terex reserves the right to ship freight prepaid. Applicable freight charges will be added to the invoice.

Freight Charges on Ground Freight Orders:

Freight charges for Stock Orders are applied as follows:

- ***Ground freight orders with a Distributor Net value greater than \$4,000.00 for Terex Heavy Equipment and \$1,500.00 for Terex Compact Equipment will be shipped freight prepaid via Terex preferred carrier.***
- ***Ground freight orders with a Distributor net value under \$4,000.00 for Heavy Equipment and under \$1,500.00 for Compact Equipment will be subject to freight charges or special handling fees.***

On orders to International customers (defined as outside the continental United States and Canada) that meet the minimum volume thresholds as defined above, freight from the Terex Southaven Parts Distribution Center (PDC) to the border is prepaid. Inbound freight and applicable taxes, customs and duties from the border are paid by the Distributor.

PARTS PRICING:

Terex parts pricing is available by accessing Terex Distributor On-Line. Terex Distributor On-Line provides you the most current pricing information.

Price list updates in Excel format are periodically uploaded onto the Terex Construction Portal at <http://constructionsupport.terex.com>. If you have any questions, please contact Customer Service at (888) 90-TEREX (888-908-3739).

Note: Pricing is subject to change without notice.

ORDER CANCELLATION:

All cancellations must be requested in writing (by e-mail or fax) within 48 hours of placing order submission and prior to the order being shipped.

Parts coded non-returnable or non-stock may not be cancelled.

TEREX PARTS EXPORT POLICY:

Some additional cost of packaging and preparation for ocean shipments may be required for shipments that require special packaging, such as crating for export orders. Please ask your Customer Service Representative for a quote and they will be happy to assist you. Export orders will be processed and shipped only after either: 1) all applicable credit requirements are met; 2) cash is received in advance; or 3) a valid letter of credit has been secured. Terex Construction Americas reserves the right to refuse any parts orders for export purposes. In such an event, you will be contacted and advised of the appropriate Terex Construction location to contact for assistance with this transaction.

Terex Construction will NOT ship product to any country, entity or individual under export sanctions at the time of the order. Terex reserves the right to refuse shipment to any country, entity or individual at any time without cause.

PARTS PUBLICATIONS AND LITERATURE:

Accurate information is essential to properly service the customer. To support you in this effort, Terex offers a variety of information sources in the form of Price Books, Parts Catalogs, CD Parts Catalogs, Microfiche, Machine Records, Service Manuals, Bulletins and other applicable information.

Parts publications can be obtained in one of three ways:

1. You can access much of this information for Terex Parts on-line at the Terex Construction Portal at <http://constructionsupport.terex.com>. You can use the Terex Construction Portal to do all parts transactions, look up parts, access technical manuals and get on-line technical assistance - at no charge. To receive access to the Terex Construction Portal and Terex Distributor On-Line, you can contact Customer Service at (888) 90-TEREX (888-908-3739).
2. Hard copies of selected publications may be purchased from:

Sycamore Enterprises
2451 N. Cullen Ave.
Evansville, IN 47715
Phone: (812) 477-2266
Fax: (812) 476-7683
3. Print on demand capability is available for selected publications through Mimeo. You can contact Mimeo Customer Care at www.mimeo.com or 1-800-GO-MIMEO (800-466-4636)

PARTS RETURN CLASSIFICATIONS:

IMPORTANT: All returns must have prior authorization from the Terex Returns Department. Under no circumstances are parts to be returned without prior authorization from the Returns Department. Any returned part that did not receive prior authorization may be returned to the Distributor freight collect. All shipments refused and returned directly to Terex either by a Distributor or their customer will be assessed a 35% handling charge.

Parts Ordered in Error/Customer Order Cancellations:

Items ordered in error or customer order cancellations may be returned to Terex within thirty (30) days of purchase. Non stock and non-returnable items do not apply. Returns must be grouped by machine product line and submitted online via the Terex Construction Portal at <http://constructionsupport.terex.com>.

A 15% restocking fee applies to all returns meeting these criteria.

Parts Shipped in Error:

Parts shipped in error include parts shortages, parts overages, incorrect parts and defective parts may be returned to Terex within thirty (30) days of purchase. Returns must be grouped by machine product line and must be submitted via the Terex Construction Portal.

Notification of error should be made immediately to the Customer Service Department. Once notification is made, an order for a replacement / new part can be placed.

No restocking charge will apply to returns meeting these criteria.

NOTE: Parts Ordered in Error and Parts Shipped in Error cannot be combined on the same claim.

Parts Damaged in Transit:

If a Distributor receives parts that are damaged in transit, they must sign the carrier Bill of Lading as "DAMAGED" and file a claim via the Terex Construction Portal as soon as possible.

No restocking charge will apply to returns for parts damaged in transit.

RETURN GOODS INSTRUCTIONS:**Return Goods Request / Credit Only Request:**

Return goods requests must be completed online and submitted for any returns of new and unused parts. This must be submitted through the Return Goods link via Terex Distributor On-Line. All credit requests not involving a return of material should be submitted to your respective Regional Manager.

Procedures for filing an on-line claim are as follows:

- Log onto the Terex Construction Portal (for questions or assistance, contact Customer Service at (888) 90-TEREX (888-908-3739).
- Select Return Goods Request
- Complete all sections in the return goods form
- Review your claim
- Submit claim

Confirmation of your return request will automatically be emailed to you. This is only the request confirmation, not the actual RGA. Your request will be accepted, modified or denied the next business day.

Once a request is approved:

- The distributor will be furnished with one copy of the approved parts list (packing slip).
- **Unless otherwise noted, Parts are to be sent to :**

Terex Distribution Center
8800 Rostin Road
Southaven, MS 38671

- All materials are to be returned **freight prepaid**. In cases where Terex initiates the return request, transportation information will be provided.
- The return number must be noted on all shipping containers and the bill-of-lading and must include a copy of the packing slip.
- All shipments of return parts will be subject to inspection upon receipt. Parts not in saleable condition or in broken quantity packs will not be accepted. Customer will be notified of any parts received in unacceptable condition. Customer must provide disposition of this material within 10 business days of notification. If no response has been received within 10 business days, Terex reserves the right to dispose of the unacceptable material.
- After parts are received and accepted, a credit memo will be issued and notification will be sent to the distributor.

Return Goods Requests (Continued):

Please note:

- Return request must be submitted within 30 (thirty) days after receipt of shipment or receipt of invoice.
- There is a minimum dollar value of \$50.00 NET for any one claim except shipped in error claims.
- Please consolidate low dollar shipped in error claims onto one claim form.
- A \$10.00 NET service charge will be assessed for additional copies of Credit Memos, Invoices or Packing Slips.
- 15% restocking charge will apply unless otherwise noted.

DEFECTIVE PART/FAILED UNDER WARRANTY:

We will require the following information when filing a claim due to a part defect or failure during the warranty period:

1. Detailed explanation of the problem
2. Install date and failure date of the part
3. Hours of use
4. Model/Serial Number of Machine

Upon receipt of this information, a return authorization will be forwarded to the distributor. Upon inspection of the part, a credit will be issued or denied if the part failure was determined to have occurred due to improper use, installation or negligence on the part of the customer. A failure analysis report will be provided upon request.

NEW DISTRIBUTOR AND NEW MODEL RECOMMENDED STOCK ORDERS:

New Distributors are requested to purchase a recommended parts stock order per their Distributor Agreement. After a certain period, the new Distributor may return non-moving surplus parts previously purchased in accordance with factory recommendations. Only those parts listed and purchased on factory recommendations can be returned under this program. The original Terex order number must be provided.

Return of initial parts stock order must be made no less than 12 or more than 18 months from date of purchase. ***An offsetting order of equal or greater dollar value will be required. No restocking charge will apply.*** Return freight should be pre-paid by the Distributor. Parts must be new and in resaleable condition. No broken quantity packs or opened kits will be accepted.

DISTRIBUTOR TERMINATION:

Upon official notice of a contract termination, the Distributor shall supply, within 30 days, a complete parts inventory list. This list should include the quantity, part number, description and sales history for each part number for no less than the past twelve (12) months. Terex Construction Americas shall have the option, but not the obligation, for a period of 60 days from notification, to repurchase parts which the distributor has procured from Terex Construction Americas. Upon completion and crediting of this return, the Distributor parts account will be closed.

At its option, Terex Construction Americas will issue a return authorization for those items it wishes to repurchase excluding those items coded to as "Nonreturnable". Credit for returned merchandise will not be given until all information and reference materials, including Price Books, Sales Brochures and microfiche, are returned to Terex Construction Americas.

ANNUAL TEREX STOCK EXCHANGE PLAN:

In order to provide excellent service to our customers by maintaining uptime and availability of our equipment in the field, it is in the interest of Terex and its Distributors to have adequate supplies of the right parts on hand at the Distributor. For this reason, Terex Construction Americas has implemented an Annual Stock Exchange Program to enable Distributors to stock adequate parts while minimizing risk. Guidelines of the Annual Stock Exchange Program are as follows:

- Distributor is allowed one annual return per calendar year.
- There is no limit to the amount a Distributor can return.
- No restocking fee is charged on annual returns.
- In exchange, the Distributor must place an offsetting order of equal or greater dollar value. Credit will not be issued on annual returns until the offsetting order is placed.
- Distributor is responsible for freight charges of return parts to Terex.
- Orders should be agreed upon in advance and are subject to standard terms and conditions.
- The return must be made no more than 18 months from date of purchase.
- Parts that qualify for return are standard stocked parts (those normally on hand and available from the Terex Southaven Parts Distribution Center).
- Parts must be new and in resaleable condition.
- No broken quantity packs or opened kits will be accepted.
- No perishable items (hoses, filters, etc.) will be accepted without prior agreement.
- All damaged parts or parts received in unsaleable condition will be returned at owner's expense or will be destroyed at TCA's discretion.
- All hydraulic or other components received without correctly sealed openings will be rejected.
- No oils, fluids, paint or other potentially hazardous materials will be accepted.

For further details, please contact your Regional Manager or Customer Service at (888)- 90-TEREX (888-908-3739).

NON-RETURNABLE MERCHANDISE:

Non-returnable parts are defined as:

- Non-stocking parts and/or any materials that are acquired or fabricated specifically by Terex for your order (identified by Y or N on your price file).
- Parts with less than a \$15.00 extended Distributor net value.

- Common hardware such as nuts, bolts, screws, washers, etc.
- Perishable parts such as o-rings, seals, gaskets, filter, etc.
- Broken quantity packs or kits.
- Parts not listed in the current parts price list.
- Parts that are not in saleable condition as determined by Terex Construction Americas. These parts will be returned to the Distributor (freight collect) with no credit issued. Parts must be new and unused with the original packaging. Costs to refurbish or re-package (if excessive) will be deducted from credit memo.
- Sheet metal parts, cabs and cab parts, bulk materials, chains, covers, glass, fuel and hydraulic tanks, electrical components, fluids and any hazardous materials.
- Parts that are used and / or rebuilt by non-authorized manufacturer.
- Superseded part numbers unless purchased on company's recommendation.
- Air and hydraulic tubes, hoses, valves, cylinders and pumps may be acceptable for return if capped, free of contamination and unused.
- Any item where Terex currently has in excess of 36 months' supply
- Any item where Terex has had no demand for 36 months.

LIABILITY FOR CARRIER LOSSES OR DAMAGES:

For all shipments sent Freight Collect, the responsibility of the company for parts and equipment ceases when the shipment is loaded by, or released to the carrier, whichever occurs first; and any claims for loss, damage or delay in transit must be processed by the distributor directly with the carrier, who is hereby declared to be the agent of the consignee.

You are strongly advised to evaluate your needs and consider carrying available special all - risk insurance policies that would mitigate losses or damages incurred in transit that are in excess of the carriers' normal liability.

For all shipments sent Freight Prepaid, any claims for loss, damage or delay in transit must be processed by the distributor directly with TCA. We will require the following information on claims for damage:

- Claim must be made within 10 days of receipt of shipment.
- A copy of receiving Bill of Lading.
- Photo of the damaged part and the package in which it was delivered.
- Parts shipped via UPS or Fed-Ex and received in a damaged container must have a claim filed immediately with the carrier's driver and resulting claim number referenced on the Terex claim.
- A complete description of the damage.
- Please retain the original packing slip/bill-of-lading in case a claim against the carrier is required.

NOTE: TCA strongly recommends shipment of items that have high risk of breakage such as glass, long tubes, and other fragile items be shipped via LTL truck. These items are not insurable by small package carriers and will not be covered for shipping damage caused by the carrier.

CORE RETURNS:

Terex offers a line of exchange and remanufactured products on which a core charge is applied on the parts invoice at the time of purchase. This program is primarily available for transmissions and differentials. To return a core, the following process should be followed: Upon receipt of the core, Terex and our respective vendors will inspect the core and determine the amount of the credit based on its condition.

- Contact the Warranty Department:
Phone : (662) 393-1218
Fax: (662) 393-1729
E-Mail: cindy.johnson@terex.com
- Upon your request, Terex Warranty will provide you a form on which the following information must be provided and returned to Terex:
 - Truck Model & Serial Number
 - Transmission / Differential Serial Number
 - Transmission or Differential Part Number
 - If Truck has Jake Brake (Transmission Only)
 - ECU Info (Transmission Only)
- A Returned Goods Authorization (RGA) will be faxed to the Distributor.

Upon receipt of the core, Terex and our respective vendors will inspect the core and determine the amount of the credit based on its condition.

