

## RETURN POLICY

To ensure your satisfaction, we permit our customers to return items purchased from BECS Pacific LTD, subject to the limitations and procedures set forth below.

**60 Day Return Period** - You may return an item purchased from BECS Pacific LTD for any reason up to 60 days from the original invoice date, provided that the item has not been installed and is in "brand-new" condition. 15% restocking fee will be assessed. No returns on electrical components.

**Return Merchandise Authorization** - To return an item, you must first request a Return Goods Authorization (or "RGA") number. To obtain an RGA number, please call your local branch, to speak with one of our Customer Service Representatives and provide them with the following information: original invoice number; part number; serial number (if applicable); quantity; reason for the return with as much detail as possible; and any other relevant information that will help us process the return with speed and accuracy. RGA numbers will only be issued to current customers.

**Restocking Fee** - All returns will be subject to a 15% restocking fee.

**Return Shipping Procedures** - Please carefully box the item to be returned and clearly print the RGA number on the outside of the shipping box. Please add the RGA number to the packing slip and place it inside the box. Only return the item(s) listed on the RGA. The item must be shipped BECS Pacific LTD with all shipping costs/duties prepaid. Freight collect shipments will be refused. You may be required to provide a tracking number for proof of delivery in the event is needed. BECS Pacific LTD is not responsible for lost shipments. Product must be returned in clean original packaging.

**Return of Defective Products** - Items that do not function correctly or are flawed in a material way are considered defective. Manufacturer policies vary regarding product warranty and handling of defective items. Some defective returns may require manufacturer approval and, in certain cases, the manufacturer may require you to work directly with them to authorize the return. In the event that you purchase a defective item from BECS Pacific LTD, the Customer Service Representative will do everything in his or her power to ensure that the item is replaced as quickly as possible, subject to the guidelines of each manufacturer's policy. Please provide the Customer Service Representative as much detail as possible when requesting an RGA # for a defective item. Defective items will not be subject to the 15% restocking fee.

**Non-Returnable Products** - Special order items, items that have been installed, electrical components, and obsolete or discontinued products are not eligible for returns.

**Credits** - Credits will be issued upon receipt, inspection and approval of the returned items, net of any applicable restocking fees. Please allow ten business days from the date we receive the returned product to process the RGA and issue the appropriate credit. Manufacturer warranty credits vary in the time to be processed and issued.

## CORE RETURN POLICY

### Core return freight is the responsibility of the customer

In order to receive full core credit, your core(s) must be returned within 60 days from receipt of order. It must be as is "off the engine." Full core credit will be given if core meets acceptance criteria. Cores that are damaged during shipment to BECS Pacific LTD is the responsibility of the customer and their shipping company.

#### ½ Core charge credit will be given when:

- Core is acceptable but has been returned after 60 days of invoice and before 180 days
- Damaged housing or camshaft

#### No Core Credit issued when:

- hydraulic head is seized
- Excessive damage (Heavy use of Bio-diesel and rust are common causes for unacceptable core)
- Core is fire damaged
- Cracked or damaged injector bodies
- Core is returned after 180 days/6months.

#### Please do the following before returning a core:

- Make sure you have removed all fittings from your old unit
- Drain all fuel and oil from unit
- Package cores so that fuel and oil does not escape from the package
- All shipping charges are the responsibility of the customer
- Please write on the box "Core Return" and have RGA # clearly written on the outside of box
- Include copy of original invoice and RGA inside box

## LIMITED WARRANTY STATEMENT

All remanufactured fuel injection pumps, fuel injectors and turbochargers supplied by BECS Pacific LTD are warranted to be free from defects in materials and workmanship for a period of twelve (12) months from the date of purchase.

Warranty for injection pumps, injectors or turbos are limited to repair or replacement by BECS Pacific LTD's exclusive option. Said warranty will not be honored in the case of damage or malfunction due to improper installation, misuse, neglect, unauthorized disassembly or alteration or external physical damage. No warranty is made for any claims for special, indirect or consequential damages (including, but not limited to installation, component removal, towing charges, equipment down time, prospective profits, progressive damages or other economic loss) due to any defect deemed otherwise warranted by BECS Pacific LTD.

All units returned to BECS Pacific LTD for warranty consideration must be shipped freight prepaid. Collect shipments will not be accepted. Purchaser must provide written notice of the nature of the defect to BECS Pacific LTD. Purchaser shall allow a reasonable amount of time to remedy defect. Valid proof of purchase must accompany the returned product.

This statement represents the complete warranty offered by BECS Pacific LTD on its manufactured or remanufactured products, expressly in lieu of any other warranties, including any of merchantability, or suitability for a particular purpose. No individual is authorized to bind BECS Pacific LTD to any warranty not expressly set forth herein.

**NO WARRANTY STATEMENT**- No salesman, officer, agent or representative of BECS Pacific LTD, is authorized to waive or modify this warranty disclaimer and limitation of damages. Further, no representation, promise, description of goods, or affirmation of fact made by any salesman, officer, agent or representative of BECS Pacific LTD, shall be effective to any extent whatsoever to waive or modify this warranty disclaimer and limitation of damages.

Purchasers of our product(s) agree to accept full responsibility for any loss of factory warranty and or loss of product life cycle attributable to the installation and use of said product(s).

Compliance with State and Federal Emission Standards Is the Consumer's Responsibility.