

PART RGA PROCEDURE

The following section is a step-by-step procedure for dealers to follow when requesting the return of parts or product to the factory. It is fully understood that a Request for RGA number must be approved by Blue Giant and that Blue Giant shall have final decision authority on approval or denial.

It is our policy to review a request for RGA within a timely manner and to supply the dealer with a RGA number if approved. As such, the dealer is not authorized to deduct payment from outstanding account balances. Once the RGA is approved, a credit will be issued against the account, reducing the balance of the Accounts Receivable.

Note: it is the responsibility of the Dealer to notify Accounts Payable if they wish to apply credit in a different manner. Please note that a 25% restocking charge will apply where applicable.

To avoid unnecessary delays, please print information clearly and completely on the Request for RGA Number form. Otherwise the request will be rejected.

HOW TO FILE A PARTS RGA REQUEST

STEP ONE

Fill out all sections on the Request for RGA Number in complete detail.

STEP TWO

Submit the form via fax to 905.450.2313

Attn: Warranty Administrator or email a copy to warranty@bluegiant.com

STEP THREE

Please wait to receive the RGA number from the RGA Administrator before proceeding to return goods. Sign the bottom of the form and include it when returning the part(s) to Blue Giant. Remember to keep a copy for your records so you can indicate your RGA number when inquiring about the status of the claim. Dealer is required to prepay freight to bring parts back to Blue Giant.

STEP FOUR

When returning parts to Blue Giant, the RGA number must be clearly labeled on the outside of the box and included in the reference line on the courier form, **Attn:** Warranty Department. In addition, please include the RGA

number in the reference box of the BOL. If the part is not returned within 30 days from the date of the RGA, the claim will be cancelled, and the file closed. The dealer will be notified in writing. It is imperative that the oil is drained (if applicable) from any returned part or component.

STEP FIVE

When part(s) are received and inspected by Blue Giant, credit will be issued for parts that are returned in good working condition.

WARRANTY RGA PROCEDURE

STEP ONE

Fill in out all sections on the Warranty Claim in complete detail.

STEP TWO

Submit the form via fax to 905.450.2313

Attn: Warranty Administrator or email a copy to warranty@bluegiant.com

STEP THREE

An RGA numbered form will be issued if applicable from the Warranty Administrator.

STEP FOUR

If the Warranty Administrator provides the RGA number, shipping boxes are to be clearly labeled with the RGA number. Include the RGA number on the reference line on the courier form, **Attn:** Warranty Department (see returns/restocking policy). If the parts are not returned within 30 days (unless otherwise pre-approved) from the date of the RGA, the claim will be deemed stale, and the file closed. The dealer will be notified in writing.

STEP FIVE

Upon satisfactory inspection of the returned parts and review of the RGA/NCR procedure, the product will be returned to the supplier. When results are obtained and Blue Giant receives a supplier credit, a credit will be processed against the dealer's open account. If and when the cause of failure is deemed as misuse or misapplication, a credit will not be issued and the replacement part invoice becomes payable in full. It is the responsibility of the Dealer to notify Accounts Payable if they wish to apply credit in a different manner.

Revised March 2012.