



Policy and Procedure Manual

June 1, 2023

Introduction

The Parts Policy and Procedure Manual is designed to assist Link-Belt Distributors in providing efficient and dependable parts service to their customers. It covers existing policies and procedures, and provides guidance to meet this objective.

Link-Belt Cranes (LBC) reserves the right to make revisions to this manual as necessary to meet changing business needs.

NOTE: Always visit the Link-Belt website (www.linkbelt.com, Link-Belt Preferred) for the most current Parts Policy & Procedure Manual.

Parts Distribution System

LBC is one of the world's largest producers of mobile construction cranes. The Link-Belt Parts Distribution Center (PDC) is located in Lexington, Kentucky and is responsible for distribution of Genuine Link-Belt Parts worldwide.

Contact the PDC as follows:

Address:	Link-Belt Cranes 2651 Palumbo Drive Gate 2 Lexington, KY. 40509
Office Hours:	Monday - Friday: 8:00 am - 5:00 pm EST
Customer Service:	859.264.1400
Parts Ordering Portal:	Available 24 hours a day, 7 days a week
After Hours Emergency Orders:	859.421.8786

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Distributor Parts Performance

Distributors are expected to represent the LBC product line with professionalism and integrity.

General expectations include, but are not limited to the following:

- Follow all policies and procedures in this manual
- Promote the sale and use of Genuine Link-Belt Parts
- Develop and implement a parts sales and marketing plan each year to maximize market share and sales
- Utilize the Link-Belt eParts Information Network
- Maintain an adequate stock of Link-Belt parts to meet market demand and provide superior customer service

Ordering

Order Entry

Orders may be placed with LBC using the Parts Ordering Portal which is available 24 hours a day, 7 days a week for all parts activities, but are subject to normal shipping schedules. Orders may also be placed via telephone Monday through Friday 8:00 am until 5:00 pm EST.

LBC offers after hours call in service for urgent situations occurring after 5:00 pm EST Monday through Friday, weekends and holidays. An additional charge of \$350.00 will be assessed for orders that require individuals to be called in. Please see introduction section for office hours, telephone numbers, etc. Carriers are limited to only those available at time of order.

The following information is required when submitting an order:

- Distributor code
- Ship to address
- Order priority
- Distributor and/or customer purchase order
- Routing
- Preferred carrier (if desired)
- Quantity and Part numbers required
- Description of parts
- Insurance (if desired)

LBC has five order priorities. An order is assigned a priority based on how urgently the distributor or customer needs the parts.

Priority Type	When It Ships (if parts are available)
Machine Down	Ships same business day ¹
Critical	Ships within the next business day
Standard	Ships within 2 business days
Stock	Ships within 4 business days ²
Literature	See "Parts Literature Order Process" Form on www.linkbelt.com , Link-Belt Preferred

¹ Parts that require extensive preparation, programming, weldments, booms, etc. may not ship the same day

² Large items requiring freight may not be eligible for stock orders (i.e. boom sections)

Ordering cont.

Stock Priority

- Stock orders must have a minimum of 10 unique part numbers
- Ships to authorized distributor locations only
- Stock orders must be entered using the Parts Ordering Portal
- Link-Belt pays freight (flatbed shipments excluded)
- Ships within four business days (if parts are available)

Standard Priority

- Ships to distributor or direct to customer within distributor's assigned territory
- Standard orders may be entered on the Parts Ordering Portal or by calling your Customer Service Representative (CSR)
- Distributor pays freight
- Ships within two business days (if parts are available)

Critical Priority

- Ships to distributor or direct to customer within distributor's assigned territory
- Critical orders may be entered on the Parts Ordering Portal or by calling your CSR
- Ships within the next business day (if parts are available)

Machine Down Priority

- Ships to distributor or direct to customer within distributor's assigned territory
- Machine Down orders may be entered on the Parts Ordering Portal or by calling your CSR
- Ships same business day as ordered (if parts are available), subject to the following:
 - a) Parts must be in stock at PDC (Off-site Warehouse and Vendor direct shipments are not included)
 - b) Orders must be entered prior to 6:45 pm EST
 - c) Order must be entered with model and serial number

Ordering cont.

Preshipment Cancellations

- Cancellation of entire orders or parts of orders after order has been picked for shipment may be subject to a 10% cancellation fee
- A cancellation charge up to full value of the parts may be charged, based on the timing of the cancellation
- Orders for parts that are non-current, special ordered parts or manufactured parts outside of LBC's normal stocking quantities are non-cancellable and non-returnable

Out of Territory Orders

- If a distributor wants to place an out of territory order (Distributor A) they will need to get permission from the distributor whose territory that they are wanting to ship into (Distributor B)
- Distributor A will contact Distributor B to get permission to ship parts into their territory and submit approval to their CSR
 - Shipment approvals must be an email/letter with Distributor B's letterhead and/or signature block showing who gave permission to ship into their territory
 - In the email/letter the serial number of the approved machine(s) must be stated
 - 12 months is the maximum duration Link-Belt will allow
- The agreement between the distributors will need to be renewed at the end of 12 months
- After the agreement is submitted to the CSR, Distributor A will be able to use the Parts Ordering Portal to ship parts to that address for the approved timeframe

LBC reserves the right to revoke out of territory shipping privileges if the above process is not met or is abused.

Parts Technical

Once the distributor has exhausted all information sources at their disposal, the Parts Technical Group is available for identification of the correct parts for a specific machine, attachments, machine conversions, rebuilds or overhauls, or any technical questions relating to parts.

The following information is required when requesting technical editing:

- Machine model
- Machine serial number
- Description of parts required or part function

Information Sources

LBC website (www.linkbelt.com, Link-Belt Preferred) is the communication medium between LBC and distributors as well as LBC and customers.

Within the LBC website (www.linkbelt.com, Link-Belt Preferred) are Technical Manuals and the Parts and Service information system. Keysheets and parts pages are found in Technical Manuals.

Keysheets

The keysheets are used in the editing process to determine those parts pages that apply to a machine serial number.

The keysheet describes the configuration of a machine at the time of sale and provides a listing of applicable parts pages by machine area.

A complete set of keysheets can be found on the LBC website (www.linkbelt.com, Link-Belt Preferred) using Technical Manuals. Subsequent updates and changes are automatically inserted into the Technical Manuals system. For questions, contact Technical Support.

Parts Pages

A parts page is used in the editing process to ensure that part numbers are correct for a machine serial number. The part number, a description of the part and the quantity of the part is listed. A complete set of parts pages can be found on the LBC website (www.linkbelt.com, Link-Belt Preferred) using Technical Manuals. Subsequent updates and changes are automatically inserted into the Technical Manuals system.

Shipping

Specifying the Shipping Method

The distributor should provide LBC with a specific shipment method for each order. In the case of stock orders, LBC reserves the right to choose the method of shipment. LBC maintains standard routings to each distributor location.

It may not be possible for the order to be shipped by the requested method due to weight, size, time restrictions or due to carrier availability. Should this occur, the next best shipping method will be used and LBC is not responsible for the price difference.

Multiple Shipping Sources

LBC reserves the right to ship items on the order from more than one source. If the distributor has not specified the method of shipment from each source, it will be determined by LBC.

Assigned Territory

All distributors have an assigned territory. If a distributor's customer has a machine outside their assigned territory, that distributor needs to reach out to the distributor whose territory the machine is in to get written permission to ship into said territory. See full policy under "Out of Territory Orders".

In cases where the distributor is unwilling or unable to service the needs of customers for parts, LBC may at its discretion, drop ship parts into the distributor's assigned territory for another LBC distributor.

Order Consolidation

LBC reserves the right to consolidate stock orders.

Freight Charges

Freight for machine down, critical and standard orders will be paid by Distributor.

Freight for stock orders will be paid by LBC. On all orders where LBC pays the freight, LBC reserves the right to choose the freight carrier.

- Large items included on stock orders requiring the use of a flat bed truck will not be paid for by LBC; this freight charge will be the distributor's responsibility
Examples: counterweights, frames, etc

Shipping cont.

Shipping Insurance

LBC does not insure shipments.

It is the distributors responsibility to choose shipping insurance on orders placed in the Parts Ordering Portal. Should shipping insurance not be chosen but be required, **it is the distributors responsibility to request insurance by emailing their CSR**, and state the value of insurance required per order.

LBC shipments are shipped uninsured and are subject to stated carrier liability limits. LBC transportation is available to assist you in your claim with carriers, but can only help when the proper documentation is available and proper steps have been taken.

Responsibility

The “Point of Title Transfer” is when the initial freight carrier picks up the shipment from LBC or from an LBC vendor shipping on behalf of LBC. Liability for loss or damage of all shipments passes from LBC to the Distributor or his consignee at the point of title transfer.

Filing

Loss or damaged parts must be noted on Bill of Lading before carrier leaves site. Once noted on Bill of Lading, make copy and submit a Parts Claim to your CSR.

Concealed Damage

All packages should be inspected before and during unloading. Should there be noticeable damage to the item or its packing, it should be opened and inspected, documented by clear photos are required and noted on the carrier’s delivery receipt at that time and noted with the driver’s signature.

ALL CONCEALED DAMAGE MUST BE REPORTED TO THE CARRIER WITHIN 15 DAYS OF DELIVERY

If damage is discovered after the carrier has made delivery and the damage is discovered within 15 days, report it to the carrier at once and request the carrier to send their claims investigator to the receiving site to inspect the damage and make out a written loss/damage report. You must keep damaged container and material intact until inspection has been completed.

These simple procedures need to be followed for any loss, damage or concealed damage to a shipment and should be done without delay.

Shipping cont.

Visible Freight Loss/Damage or Shortages

All visible loss, damage or shortages must be documented with clear photos and noted on the carrier delivery receipt at the time of delivery. Also these must be noted with the driver's signature.

At the same time the receiver needs to contact the carrier requesting an inspection or claim number from the carrier for loss or damage.

Shipment Damage Claims with LBC

If the package/part is damaged due to carrier handling, the distributor has 7 days from the receipt of shipment to file a claim with LBC. Claim must include accurate photographs of all damage, packing materials, condition of the box and labels of incorrect parts

Refusal

The law on the subject of accepting damaged merchandise is quite clear. The fact that the goods are damaged during transportation does not justify a refusal to accept them. However, the shipment may be refused and the carrier held responsible for their value if the damage is such that the entire value of the goods is destroyed. Should the shipment be accepted, all necessary steps should be taken to minimize the damage.

- Minimal movement of the goods
- Retain material in original containers
- Notify carrier to arrange inspection by the carrier or its representative
- Clear photos must be taken

Boxing and Crating

Domestic – Boom shipments on common carriers that require boxing and crating will be charged an additional fee. Please contact your CSR for details.

International – All export packaging for ocean freight shipment will be quoted separately

ABS Inspection

ABS boom will only be inspected when requested by the Distributor at time of order placement. ABS boom must be inspected during the boom manufacturing process. All external charges will be invoiced to the Distributor requesting the inspection.

Shipping cont.

Shipping Status

The status of the shipment can be determined from several sources: eParts, Order Status Form or by calling your CSR.

Cash on Delivery (COD) Shipments

LBC will not make COD shipments to customers.

Prepay and Invoice Shipments

LBC prepays the freight on shipments and invoices the freight to the distributor. Third party billing is also available.

Carrier Document

All regulated carriers are required to issue a delivery receipt or bill of lading for any property they receive for transportation. The provisions of this document will apply in the determination of the claim in the event of loss or damage.

Customer Pickups

Customers are owners or users of LBC products. Commercial freight carriers, freight forwarders, etc. are not considered customers. Customer pickup of parts orders at PDC in Lexington is subject to the following conditions:

- A Bill of Lading must be presented
- A minimum of (3) working business hours processing time is required. (This excludes major weldments, such as boom that may require extra preparations for shipment)
- Pick-up is available 8:00 am - 5:00 pm EST
- Supply name and phone number of person responsible for pickup
- Supply day and time (am or pm) that you or your customer will be making the pickup
- If your customer is unable to make the pickup, please notify us immediately. If pickups are not made and no phone call is received, LBC will schedule the shipment for the following day to the distributor's location as prepay and invoice.
- Make sure the vehicle is suitable for the parts. If uncertain, please contact the LBC Transportation Department for guidance.
- LBC reserves the right to refuse Customer Pickups, if the above conditions are not met

Pricing

The primary source for parts pricing information is the Parts Ordering Portal on the LBC website (www.linkbelt.com, Link-Belt Preferred).

Payment Terms

- Standard payment terms on parts open account are Net 30 days
- Price charged is price in effect at time of order entry

Competitive Service Parts Pricing Data

LBC encourages distributors to submit information to us on competitive pricing or suspected pricing errors. The information required for this comparison is the LBC part number, vendor part number, vendor name and price. Submit this information to the Parts Marketing Department (partsmarketing@linkbelt.com).

Special Pricing Authorization (SPA)

Special pricing may be available under the following conditions:

- Complete boom assemblies/full attachments
- Full system replacements (Ex: Complete undercarriage replacement, Complete hydraulic replacement, Complete electrical component replacement)
- Complete assemblies that need to be assembled at factory (Ex: Cab assembly, Fly Base assembly, or Complete Hydraulic Boom assembly)

Conditions that do not qualify for SPA:

- Single parts (Ex: boom section, travel motor, or winch drum)
- List of parts to repair machines that are not replacing complete systems

All SPAs must be submitted using the SPA form on Link-Belt Preferred. The following information is required when entering an SPA request:

- Distributor (***ensure you pick the correct branch as this cannot be changed after submission***)
- Distributor Contact
- Distributor Contact E-mail
- Customer & Location
- Machine Model & Serial Number
- Description of what is needed

**Each request will be reviewed to determine if it meets the required criteria for an SPA.*

Special Price Authorizations have the following conditions:

- Non-returnable
- Non-cancellable
- Distributor pays freight
- No partial shipments
- No service charge
- Quote valid for 60 days from date sent to distributor

Returns/Claims

General Policy

LBC will accept parts for return under the conditions described in this section.

- Claims must be filed within 90 days of the date of shipment of parts
- Parts must have been originally purchased from LBC Parts Department and proof of purchase may be required
- This policy applies to all parts. Parts must be in new, undamaged salable condition in their original packaging
- Separate return parts claim must be entered for each Link-Belt order and the order number must be provided.
 - » Multiple shipments of the same order may be included on a single return parts claim.
- Freight will be prepaid by the distributor to destination(s) specified by LBC
- Credit will be issued at purchased price, less a 10% restocking charge

It is the distributor's responsibility to initiate return requests. Proper written authorization must be obtained from LBC before parts can be returned. Items returned without authorization will be refused and returned to the distributor freight collect.

The following information is required from the distributor when making a return request:

- Distributor Branch Number
- Date
- LBC Order and Invoice Numbers
- Quantity and Part Numbers
- Detailed Reason for Return (i.e. "Wrong Part" is not a detailed reason)

Submit claims via email to your CSR. LBC will send a Return Material Authorization form that indicates those parts that have been authorized for return and where they are to be returned. Non-returnable parts are marked accordingly in the system.

The Distributor has 15 days, once you receive authorization, for your returned part to arrive at Link-Belt. If your return does not arrive within 15 days, Link-Belt reserves the right to deny your return.

Returns/Claims cont.

Annual Stock Surplus Return

The purpose of the Annual Stock Surplus Return is to give the distributor the opportunity to return non-moving returnable stock inventory.

The dollar amount allowed for this return will be equal to 10% of the previous calendar year stock purchases of the entire distributorship. You will be notified at the beginning of the year of your scheduled return dates and total dollar amount allowed.

The requirements for your Annual Stock Surplus Return is as follows:

- Total value of parts eligible for return must exceed \$250.00
- Extended line value of each part must exceed \$20.00
- Returned parts will be credited at purchased net price, less a 10% restocking charge
- Part must have been purchased within 5 years of Annual Return (proof of purchase may be required)
- Freight will be prepaid by the distributor to destination(s) specified by LBC
- Only parts coded returnable are eligible
- Obsolete parts are Non-Returnable

Returns/Claims cont.

Initial Stock Return

LBC will make initial inventory recommendations to new distributors based on history and an assessment of the new distributor's needs. Some non-moving inventory may result. The purpose of the initial stock return is to provide the distributor with a means to return any non-moving inventory that has had no sales in 24 months.

- A new distributor may request a return for non-moving parts from the initial stock order 24 months after receipt of the initial stock order
- Initial stock order returns will not be accepted after 36 months from receipt
- Return request must be identified as an initial stock return and the Link-Belt order number(s) must be provided
- Return quantity cannot exceed purchased quantity
- Returned goods will be credited at the current distributor net
- Freight will be prepaid by the distributor to destination(s) specified by LBC
- Parts must be new, undamaged, in their original packaging in salable condition

Distributor Termination Returns

If either party terminates the distributor agreement for any reason, the following terms will apply to the return of LBC parts in the distributor's inventory:

- Prior to accepting parts for return, distributor must supply current LBC parts inventory information in Microsoft Excel spreadsheet
- Parts included in current published price list and coded returnable are eligible for return
- Non-returnable, non-current and obsolete parts will not be accepted
- Returned parts must have been purchased new from LBC
- Returned parts must be new, undamaged, in salable condition and in the original packaging. Pack quantity items and kits must be complete and in the original packaging.
- Returned parts will be credited at current net price minus 10%, less a 10% restocking charge. Parts purchased at special pricing will be credited at the special price less a 10% restocking charge will apply. Distributor is responsible for labor and material to properly package parts for shipment. Freight will be prepaid by the distributor to destination(s) specified by LBC.
- All parts books, printed material, microfiche, CD ROM's and sales/promotional material are the property of LBC and must be returned, except for material purchased by the distributor
- Prior to issuing credit for returned parts, distributor will supply a detail of machine population, including model number, serial number and customer information, along with a 3 years parts sales history for LBC parts

Parts Marketing

Distributor Information

The distributor will be notified via e-mail about special marketing programs offered by LBC. Programs will be announced via Electronic Parts Marketing Bulletins. All Parts Marketing Bulletins can be found on the LBC website (www.linkbelt.com, Link-Belt Preferred).

Special Programs

Special programs refer to those marketing programs offered by LBC for a specific type of part or group of parts. All special programs can be found on the LBC website (www.linkbelt.com, Link-Belt Preferred).

Terms, conditions, scope and duration vary by program. Unless otherwise stated in writing by LBC, normal policy guidelines set forth in this manual apply to special programs.

Information Sources

Special marketing programs are described in the Parts Marketing Bulletins which can be found on the LBC website (www.linkbelt.com, Link-Belt Preferred). These bulletins contain details about particular marketing programs and any changes to update them.

Recommended Spare Parts List

Primary Recommended Spare Parts lists can be found on the LBC website (www.linkbelt.com, Link-Belt Preferred) under Parts and Recommended Spare Parts Lists.

Recommended Spare Parts List requests for specific serial number machines should be directed to the Parts Marketing Department at partsmarketing@linkbelt.com.

When ordering parts from a Recommended Spare Parts List, submit your order with the machine model and quotation number to your CSR.

Parts Marketing cont.

Parts Training

Parts Training is available throughout the year by attending scheduled factory sessions. The following training is available:

- **Level 1: Parts Training** – Product Knowledge & Machine Nomenclature of all crane product. Part Number & Serial Number Identification, Serial Number location(s), Technical Manuals parts system review, eParts system review and Basic Machine Prevention review
- **Level 2: Parts Training** - Crane RCL & LMI Systems, Operation & Maintenance, Telescopic/Lattice Boom & Jib/Fly Repair Knowledge, Current Machine Models and their Systems and Identification/Terminology of Machine Nomenclature

Parts Information found within Link-Belt On-Line Systems

- Link-Belt Preferred: Dealer Communication Network to access Parts Ordering Portal, Price & Availability Look-Up, Weights, and Shipping Information
- Technical Manuals System: Parts Pages, Keysheets, Service Manuals, Operators Manuals and Technical Data for all Link-Belt Crane products
- Filter / Lubricants Lists Database
- Parts Marketing Bulletins
- Parts Policy and Procedure Manual
- Downtime Prevention
- Parts Literature
- Special Programs
- MSDS Sheets
- Operating Costs
- Sales Literature
- Forms
- Parts Users Manual
- Contacts for Link-Belt Parts Department

Warranty

Policy

Replacement parts purchased by a customer and installed by the customer carries a six (6) month warranty.

Replacement parts purchased by a customer and installed by an authorized Link-Belt Cranes distributor carries a twelve (12) month warranty.