

Cummins Southern Africa – Parts Return Policy

This policy applies to Cummins New and ReCon Parts, Power Generation parts purchased from Cummins Southern Africa.

Refer document no. **CSA-02-01-53**

Cummins Southern Africa will only accept parts purchased within 14 days of purchase. There will be a 10% handling charge on all returns to cover Cummins costs and this will be deducted from the credit note issued once the return has been checked and verified. **Electrical products purchased will not be accepted for credit.**

Cummins branches to facilitate the decision on whether to accept the returned parts or not. The value of the returned goods will be calculated from the original purchase price. Any freight or other expenses incurred by Cummins will be deducted from the final credit note.

The customer will be notified of any rejection, and if required may be inspected at the relevant Cummins Branch. If there is no request for return of such rejected items by the customer, the parts will be set aside and destroyed after a period of 14 days after the customer has been notified by Cummins.

The following outlines unacceptable return items for which no credit will be issued:

- Rust impacting resale of the part
- Gaskets – paper/rubber combination
- O-rings and similar rubber seals and grommets
- Hardware – cap screws, washers, nuts, lock plates, clips and hose clamps
- Hoses -flexible oil and water as well as air cleaner hoses and connections
- Used or damaged parts
- Parts or components removed from and Engine or Recon engine during up fit or modifications
- Parts not directly purchased from Cummins Southern Africa – i.e. Pirate or parallel channels
- ReCon engines and blocks
- Fleetguard products
- Cummins Belts
- Parts ordered on emergency orders
- Category C, D, Z Parts
- Parts with damaged packaging



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