

# Distributor Policies and Procedures

## Prices and Terms of Payment

Composite price and discount sheets will be printed for all standard stock products and distributed to each classification of customer. Pricing disk and electronic format in PTDA Standards are available by contacting the MIS Department. Request for price quotes on non-standard items or anything not covered in the printed price sheet must be referred to the corporate office. Our payment terms are net 30 days cash.

## Shipment and Freight Allowance

All shipments are FOB Shipping point. Freight charges are prepaid and allowed for stock orders of 500 lbs. or more of standard product shipping to a single location. Orders less than 500 lbs. will be shipped freight collect or prepay and add. Customer requests of partial shipments, shipment to more than one destination, or drop



shipments to customer's customer will ship freight collect or prepay and add. Casting orders from any location or coupling shipments from our San Marcos, TX, facility will be made freight collect or prepay and add. TB Wood's reserves the right to use the carrier of its choice when shipping freight allowed. Excess charges resulting from routings or carriers specified by the customer will be added to the invoice.

## Order Cancellations

Cancellations, reschedules, or suspensions of orders will be reviewed on a case-by-case basis and will be accepted only on terms which indemnify TB Wood's against any losses.

## Product Reliability

Our products, with exceptions as noted, are sold with no express warranties, oral or written, and with no implied warranties of merchantability, fitness, or any other warranties whatsoever. However, if within one year of shipment or up to two years from the date of manufacture on certain electronic products, we determine that our product contained a defect in workmanship or material when purchased, we will, at our option, refund

the purchase price or provide a replacement FOB our factory.

TB Wood's Incorporated will not be liable for any incidental or consequential damages, secondary charges, expenses for installation, injuries to persons, or damage to property. Claims for refunds or replacements must be made to the factory. Products may be returned only after written approval and a returned goods authorization number has been received from Customer Service or Application Engineering. Return shipments must be prepaid. (Refer to Returned Goods Policy.) Final decision about refund or replacement rests solely with TB Wood's Incorporated.

## Product Changes and Improvements

TB Wood's Incorporated is under no obligation to incorporate improvements or changes in products already shipped, nor will we substitute improved products for those already shipped. Changes and improvements may be made at any time.

## Distributor Stocks

A Distributor must maintain adequate stock to service his trading area in order to be considered an authorized Distributor and qualify for assistance with training, sales and promotional activities. The Distributor, Field Sales Engineer and Regional Manager will cooperate to:

1. Establish aims, objectives and sales goals by product line.
  - a. Consider the industry in the area, the similar stock presently available, the competitive situation and the Distributor's financial position.
  - b. Review the potential we have developed and sales goals we have established.
2. Determine sizes, styles and types of each product line developed.

It is our objective to avoid Distributor stocks that do not move and have insufficient turns. We sell through, not to, the Distributor and no sale is finally made until he sells our products.

## Advertising, Literature and Sales Promotional Material

TB Wood's Incorporated will be prominent in industry publications to send a message of our corporate identity and to sell our name as an industry leader. All literature can be ordered over our Web site and is filled within a 24-hour period. This is a free service to all distributors. We also have promotional items for tradeshow, open houses, vendor fairs and other types of events. These items can be ordered for a nominal fee. Marketing

Services, along with the Field Sales Engineer, will work to provide any type of promotional materials that will help you sell TB Wood's Incorporated products. We are committed to providing you with the tools you need to be successful.

### Sales Training and Field Assistance

We will assist our Distributors through our Sales Education program and Field Sales Engineers. Product clinics for Distributors and their sales personnel are held at our factory or at centralized field locations.

Application must be made to the local Field Sales Engineer to attend these clinics. Those accepted to attend are responsible for travel costs, but TB Wood's Incorporated will provide accommodations and meals at the location of the clinic.

Our Field Sales Engineers will conduct sales meetings at the Distributor's place of business.



### In addition, they will work with the Distributor to:

1. Recommend stock, inventory levels, turnover expectations, literature requirements, etc.
2. Aid in training or familiarizing Distributor sales personnel with our products.
3. Acquaint sales personnel with competitive products, point out weaknesses and strengths and develop counter selling plans.
4. Aid in developing integrated sales promotion programs for the trading areas.
5. Help close sales to important prospects.
6. Investigate and resolve complaints.

### Returned Goods

The policy for returning products for defects in workmanship or materials is covered under the "Product Reliability" section.

Distributors and, occasionally, OEMs may want to return products that are overstocked or slow moving. Prior approval and a returned goods authorization number must be obtained from Customer Service or Application Engineering. This number must be referenced on the returned goods shipment. It allows us to identify the contents of the shipment, the Distributor who originated it and the reason for return. Freight must be prepaid.

Products returned for reasons other than factory authorized stock adjustments must have approval from Customer Service or Application Engineering and a returned goods authorization number. They must be sent by prepaid freight and will be subject to a 15% restocking charge. There will be additional charges as necessary for re-boxing and refurbishing. Returned goods must have been manufactured and/or sold by TB Wood's Incorporated and must be in salable condition. They will be inspected at the factory and if reconditioning is necessary it will be charged to the Distributor. We reserve the right to reject unsalable products.

No products will be accepted for return or exchange if they are obsolete.

### Distributor Stock Adjustment Program

In addition to our Returned Goods Policy, we provide Distributors with opportunities to adjust stock. New Distributors may find that their initial inventory does not properly reflect buying trends in their area. Established Distributors may experience an imbalance in stock due to changing market conditions.

Distributors may, within one year of their initial inventory purchases, return slow-moving products for equal exchange on other items in the same product category. Such returns must be accompanied by an order at least equal in value to the returned products. After the first year, they may return slow-moving products of a value less than or equal to half the value of an accompanying order for new items in the same product category. These stock adjustments must follow our Returned Goods Policy: prior approval, returned goods authorization number, prepaid shipping, salable condition and current design.

V-belts can be returned through our Returned Goods Policy if they are in salable condition, of current design and not more than three years old.

### Termination

TB Wood's Incorporated reserves the right to terminate a Distributor whenever we believe that such action is in our best interest. A termination for cause, depending on the circumstances, may be effective immediately or upon any notice period that we believe is appropriate.

## TB Wood's Facilities

### North America

#### USA

440 North Fifth Avenue  
Chambersburg, PA 17201 - USA  
888-829-6637 \* 717-264-7161

*Belted Drives and Elastomeric Couplings*

#### Customer Service

1-888-829-6637 (Press #5)

#### For Application Support

1-888-829-6637 (Press #7)

2000 Clovis Barker Road  
San Marcos, TX 78666 - USA  
1-888-449-9439

*General Purpose Disc Couplings*

#### Customer Service

1-888-449-9439

4970 Joule St  
Reno, NV 89502 - USA  
775-857-1800

#### Canada

9779 45 Ave NW  
Edmonton, AB T6E 5V8 - Canada  
+1 780-439-7979

6305 Danville Road  
Mississauga, ON L5T 2H7 - Canada  
1-800-829-6631

1073 Rue Bégin  
Saint-Laurent, QC H4R 1V8 - Canada  
+1 514-332-4812

#### Mexico

Comisión Federal de Electricidad 850,  
Industrial San Luis,  
San Luis, S.L.P., 78395 - Mexico  
+52 444 137 1500

### Europe

Merchant Drive, Hertford  
Hertfordshire SG13 7BL - England  
+44(0)1992 501900

*Elastomeric Couplings*

## The Brands of Altra Motion

### Couplings

**Ameridrives**  
[www.ameridrives.com](http://www.ameridrives.com)

**Bibby Turboflex**  
[www.bibbyturboflex.com](http://www.bibbyturboflex.com)

**Guardian Couplings**  
[www.guardiancouplings.com](http://www.guardiancouplings.com)

**Huco**  
[www.huco.com](http://www.huco.com)

**Lamiflex Couplings**  
[www.lamiflexcouplings.com](http://www.lamiflexcouplings.com)

**Stromag**  
[www.stromag.com](http://www.stromag.com)

**TB Wood's**  
[www.tbwoods.com](http://www.tbwoods.com)

### Linear Systems

**Thomson**  
[www.thomsonlinear.com](http://www.thomsonlinear.com)

**Warner Linear**  
[www.warnerlinear.com](http://www.warnerlinear.com)

### Geared Cam Limit Switches

**Stromag**  
[www.stromag.com](http://www.stromag.com)

### Engineered Bearing Assemblies

**Kilian**  
[www.kilianbearings.com](http://www.kilianbearings.com)

### Electric Clutches & Brakes

**Matrix**  
[www.matrix-international.com](http://www.matrix-international.com)

**Stromag**  
[www.stromag.com](http://www.stromag.com)

**Warner Electric**  
[www.warnerelectric.com](http://www.warnerelectric.com)

**Deltran**  
[www.thomsonlinear.com](http://www.thomsonlinear.com)

### Belted Drives

**TB Wood's**  
[www.tbwoods.com](http://www.tbwoods.com)

### Heavy Duty Clutches & Brakes

**Twiflex**  
[www.twiflex.com](http://www.twiflex.com)

**Stromag**  
[www.stromag.com](http://www.stromag.com)

**Svendborg Brakes**  
[www.svendborg-brakes.com](http://www.svendborg-brakes.com)

**Wichita Clutch**  
[www.wichitaclutch.com](http://www.wichitaclutch.com)

### Gearing & Specialty Components

**Bauer Gear Motor**  
[www.bauergears.com](http://www.bauergears.com)

**Boston Gear**  
[www.bostongear.com](http://www.bostongear.com)

**Delevan**  
[www.delevan.com](http://www.delevan.com)

**Delroyd Worm Gear**  
[www.delroyd.com](http://www.delroyd.com)

**Nuttall Gear**  
[www.nuttallgear.com](http://www.nuttallgear.com)

### Engine Braking Systems

**Jacobs Vehicle Systems**  
[www.jacobsvehiclesystems.com](http://www.jacobsvehiclesystems.com)

### Precision Motors & Automation

**Kollmorgen**  
[www.kollmorgen.com](http://www.kollmorgen.com)

### Miniature Motors

**Portescap**  
[www.portescap.com](http://www.portescap.com)

### Overrunning Clutches

**Formsprag Clutch**  
[www.formsprag.com](http://www.formsprag.com)

**Marland Clutch**  
[www.marland.com](http://www.marland.com)

**Stieber**  
[www.stieberclutch.com](http://www.stieberclutch.com)

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