



Order and Shipping Policy – Industrial Aftermarket

A. DISTRIBUTOR AUTHORIZATION

1. NTN fully supports its' authorized Distribution channel. Therefore, NTN does not provide warranty or any support services for parts procured thru non-authorized channels.
2. Authorization is contingent on the Distributor purchasing 100% of its' NTN/SNR/Bower/BCA branded bearings from NTN Bearing Corporation of America. Any purchases of NTN branded bearings from any other entity may result in the cancelation of the Distributor authorization.

B. PAYMENT TERMS

1. Net 30 days.
 - 1.1. All Sales are subject to NTN's Terms & Conditions.

C. PRICING

Invoices will be issued at prices prevailing at the time of shipment. Prices are subject to change without notice.

D. FREIGHT

1. Freight terms for manually processed orders are as follows:
 - 1.1. All orders greater than or equal to \$2,500 will have shipment terms of:
 - 1.1.1. FOB Destination & Freight Pre-Paid by NTN.
 - 1.1.2. Title and responsibility for product are NTN's until delivery to Authorized Distributor's dock. Any potential product damage issues will be investigated by NTN.
 - 1.1.3. NTN will select the carrier for all Pre-paid Freight.
 - 1.1.4. NTN will pay ground freight only to our Distributor's dock location. Requested Drop-Ship locations will be at Customer's expense.
 - 1.2. Orders less than \$2,500 will have terms of:
 - 1.2.1. FOB Origin & Freight Collect.
 - 1.2.2. Claims (damage, loss or shortage) are the responsibility of the Authorized Distributor.
2. Freight terms for DOL (Distributor-On-Line), EDI, DSI or Direct Connect orders are as follows:
 - 2.1. All orders greater than or equal to \$250 will have shipment terms of:
 - 2.1.1. FOB Destination & Freight Pre-paid by NTN.
 - 2.1.2. Title and responsibility for product are NTN's until delivery to Authorized Distributor's dock. Any potential product damage issues will be investigated by NTN.
 - 2.1.3. NTN will select the carrier for all Pre-paid Freight.
 - 2.1.4. NTN will pay ground freight only to our Distributor's dock location. Requested Drop-Ship locations will be at Customer's expense.
 - 2.2. Orders less than \$250 will have terms of:
 - 2.2.1. FOB Origin & Freight Collect.
 - 2.2.2. Claims (damage, loss or shortage) are the responsibility of the Authorized Distributor.



E. FORCE MAJEURE

NTN cannot accept responsibility for loss or damage caused by delay in delivery, whether such delay is caused by our act, by our agents or otherwise. NTN further will not be liable for loss or damage arising from circumstances beyond our control, such as acts of God, fire, accidents, strikes, lockouts or similar causes.

F. ORDER CANCELLATION OR ORDER CHANGES

1. Orders for Non-Standard Goods (custom products, Customer specific product, modified product, etc.) may not be cancelled. In addition, the Authorized Distributor is also responsible for any such products which are in Production or In-Transit.
 - 1.1. Non-Standard Goods are defined as bearings with special features or standard bearings that are brought in specifically for a Customer or any product that was modified to meet a specific Customer need.

G. AFTER HOURS SERVICE AND SHIPPING

1. 'After Hours' are defined as: 6:00 pm ~ 7:00 am CST every week-day and 24 hours a day on Saturday, Sunday & Holidays.
 - 1.1. For inquiries and purchases during after hours, call either of our hotline numbers: 1-847-354-5920.
 - 1.1.1. There will be a \$175 handling fee exclusive of transportation and product costs for parts shipped 'After Hours'.

H. RETURNS WITHIN 30 DAYS OF RECEIPT

1. Returns are allowed within 30 days of receipt of product. The following conditions apply:
 - 1.1. An RBA (Return Bearing Authorization) must be issued to the Authorized Distributor by NTN Customer Relations prior to the return of the parts. The RBA number must be referenced on the shipment.
 - 1.2. All returned goods must be NTN, NTN-Bower®, SNR or NTN-BCA® branded standard catalog product.
 - 1.3. Product must be listed in the most current published NTN Distributor Price Book and marked as 'Returnable', and purchased directly from NTN Bearing Corporation of America.
 - 1.4. Special bearings, including special fits or grease made for Distributor's order, Non-Standard Goods (custom products, Customer specific product, modified product, etc.) or products ordered on a Special Buy Program are not eligible for return.
 - 1.5. All products must be returned in resalable condition:
 - 1.5.1. Sealed in the original wax paper / plastic inner wrapper, in the original (undamaged) NTN individual box, free of stickers, stamps or markings other than those properly applied by Authorized NTN Personnel.
 - 1.5.2. Free of evidence that would indicate improper storage and handling.
 - 1.6. NTN reserves the right to either reject a return or apply additional re-boxing fees to any return that does not meet these conditions.
 - 1.7. The Authorized Distributor will be responsible for freight and must ship Freight Pre-Paid to NTN.
 - 1.8. A 15% restocking fee will be charged
2. Any return outside of 30 days of receipt of product and that does not meet the above conditions, is to be held for the Annual Stock Return.

I. ANNUAL STOCK RETURNS

1. NTN will accept returned goods from Authorized Distributors on an annual basis (March through October) under the following conditions:
 - 1.1. All Authorized Distributors may make one (1) Annual Stock Return limited to one (1) return per calendar year. A 15% restocking fee will be charged.
 - 1.2. Total value of the returned goods for the year cannot exceed 2% of the preceding year's net purchases.
 - 1.3. Product will not be accepted or authorized for return until approved by NTN Management.
 - 1.4. All returned goods must be NTN, NTN-Bower®, SNR or NTN-BCA® branded standard catalog product.
 - 1.5. Product must be listed in the most current published NTN Distributor Price Book and marked as 'Returnable', and purchased directly from NTN Bearing Corporation of America within the past 24 months.
 - 1.6. Special bearings, including special fits or grease made for Distributor's order, Non-Standard Goods (custom products, Customer specific product, modified product, etc.) or products ordered on a Special Buy Program are not eligible for return.



- 1.7. All products must be returned in resalable condition:
 - 1.7.1. Sealed in the original wax paper / plastic inner wrapper, in the original (undamaged) NTN individual box, free of stickers, stamps or markings other than those properly applied by Authorized NTN Personnel.
 - 1.7.2. Free of evidence that would indicate improper storage and handling.
- 1.8. NTN reserves the right to either reject a return or apply additional re-boxing fees to any return that does not meet these conditions.
- 1.9. A credit will be issued at the Authorized Distributor invoiced price, for qualified returned product.
- 1.10. Requests to return NTN parts must list product in excel format, either by Industry Part Number or NTN Part Number, placed on the NTN RBA (Return Bearing Authorization) form and be appropriately identified with an authorized RBA number.
- 1.11. All returns must be organized by bearing number and packaged in individual shipping cartons (not to exceed 45 pounds each). Packing must be used to prevent shifting or damage during handling.
- 1.12. All paperwork is to be properly labeled with the assigned RBA number prominently displayed.
- 1.13. NTN reserves the right to audit at the Authorized Distributor location, prior to the physical return of the product.
- 1.14. Returns must be shipped to the NTN warehouse on a Freight Pre-Paid basis, as noted on the RBA form. Any items not meeting the conditions described above will be returned to the shipping location Freight Collect.
- 1.15. Credit will be issued based on conditions outlined above. Credit may be issued in segments but will be processed in full within 90 days of receipt of qualifying return and warehouse audit. Debits issued by the Authorized Distributor will not be acknowledged until NTN Audit is complete and credit memos are issued for qualified returned product.

J. RETURNS DUE TO DAMAGE

1. For orders that were shipped Freight Pre-Paid, the Authorized Distributor has the responsibility to:
 - 1.1. Document all damages, marking notation on Carrier Bill of Lading and forwarding along with any written comments, pictures, etc. to NTN Customer Relations to support claim.
 - 1.2. The Authorized Distributor is to contact NTN Customer Relations for assistance in processing a damaged shipment.
2. For shipments originally shipped Freight Collect to the Authorized Distributor, the Authorized Distributor is responsible for the filing of any Loss & Damage claim. NTN encourages contacting your carrier immediately to notify them of a pending / possible Loss & Damage claim.

K. RETURNS DUE TO SHORTAGES / SHIPPING ERRORS

1. All claims against NTN must be reported within ten (10) days of receipt of the shipment. NTN Customer Relations will issue an RBA (Return Bearing Authorization).
 - 1.1. Any shortage or error must be noted on the delivery receipt for NTN to review shipping claims.

L. RETURNS DUE TO QUALITY

1. NTN Customer Relations will issue a Bearing Inspection Report.
 - 1.1. NTN Engineering will inspect to determine disposition of the product.
2. Credit will be issued after an inspection is completed if a legitimate quality issue is identified.