

# AUSPLOW FARMING SYSTEMS

6 Davison Road, Jandakot 6164 PO Box 5010, South Lake 6964 Western Australia  
Ph: (61 8) 9417 8877 Fax: (61 8) 9417 8878  
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## PARTS BULLETIN No. 16-15

05-11-15

**Subject: -REVISED SPARE PARTS ORDER DISCOUNT TERMS  
-REVISED SPARE PARTS RETURN POLICY  
-REVISED SPARE PARTS WARRANTY POLICY**

### Spare Parts Order Discount Terms

#### **Standard Orders**

These are for orders requiring earliest possible shipment to the dealer. Please note due to freight company pick up schedules we cannot guarantee orders received by Ausplow after 2pm will be despatched same day. Orders are prioritised and despatched in order of receipt, and orders received prior to 2pm will wherever possible (subject to availability and order volume) be despatched same day.

- Orders - To be received via web store anytime without the need of being marked in the notes section.
- Shipment - Dispatched same or next day subject to carriers pick up schedule and stock availability.
- Discount - 20% of RRP.
- Terms - 30 Days from end of month of invoice.

#### **Weekly Stock Orders**

Weekly stock orders are restricted to one order per week, per dealer location, and will be shipped under the instruction of the dealer. Weekly stock orders only apply to individual DBS tine, coulter, Easitill and Ausplow deep ripper components, and Multistream wear parts subject to production capacity and stock availability. Weekly stock orders exclude Machine Upgrades, Wing Extensions, Special Options, Coulter Kits, Air-Kits, Liquid Kits, Tine Assemblies, Seeding Units, Camera Kits, Assemblies and Manufactured Parts.

- Orders - Single order to be received per week via web store and marked within the notes section **W.S.O.**
- Shipment - Dispatched 5 + working days from placement of order, subject to stock availability.
- Discount - 25% of RRP.
- Terms - 30 Days from end of month of invoice.

#### **Preseason Orders**

This will be a single annual order per dealership, shipped under instruction by the dealership. Preseason orders only apply to normal spare parts and accessories. These exclude Machine Upgrades, Wing Extensions, Special Options, Coulter Kits, Air-Kits, Liquid Kits, Tine Assemblies, Seeding Units, and Camera Kits.

- Orders - Single order to be received via web store by 30th November, and marked **P.S.O** within the notes section. For orders exceeding 100 lines please contact Ausplow.
- Shipment - Dispatched during January February by Dealer nominated method, or with machines where possible.
- Discount - 30% of RRP.
- Terms - 60 Days from end of month of invoice.

**AUSEEDER DBS - MULTISTREAM - EASITILL**  
**www.ausplow.com.au**

Ausplow Farming Systems P/L as trustee for Ausplow Farming Systems Trust ABN 57 168 859 933 Trading as Ausplow Farming Systems

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## Spare Parts Return Policy

- Ausplow parts may only be returned by Ausplow Dealers under the following conditions:
  - By prior approval of Ausplow General Management for any bulk returns.
  - Provide the Ausplow Sales Order which the goods were purchased on.
  - Provide a list of part numbers and quantities of the returned items
  - The parts being returned are to be clearly identified with part numbers.
  - Provide a brief description of why the goods are being returned, e.g. incorrectly supplied, incorrectly ordered, or faulty. This helps us identify if the restocking fee is applicable.
  - The return freight is at the Dealer's expense.
  - The returned items must be in resalable condition.
  - A standard 20% restocking fee on the Dealer Net Price applies.
  - International orders and special orders are non-refundable.
- It is expected Dealers will list all returned items on one of their Return Notes that has a reference number assigned to it. In the Return Note the following information is required:

DEALERSHIP NAME:				
<u>Sales Order</u>	<u>Part Number</u>	<u>Description</u>	<u>Qty</u>	<u>Reason for Return</u>
- When all information is received, stock is counted and assessed as re-saleable, a credit note will be sent less the 20% restocking fee on the Dealer Net Price. No credit will be processed unless all the required information is received.
- If more than a few items are to be returned, and also if the items were purchased more than 12 months ago, please advise the Parts Section prior to returning these items.

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## Spare Parts Warranty Policy

1. Ausplow policy for warranty on purchased Ausplow parts is:

Ausplow Farming System's parts warranty (hereafter referred to as Ausplow Parts Warranty) extends 90 days from the date of original retail sale and Ausplow Farming Systems will repair and / or replace parts (except ground engaging components), found to be defective in factory materials or workmanship under normal use and operation within Australia.

The following wear parts are not covered under Ausplow Warranty or Ausplow Parts Warranty:

- Digging blades,
- Closing tools,
- Coulter discs,
- Mud scrapers,
- Bent tines,
- Airseeder hose,
- Primary airseeder head rubber gaskets or caps,
- Liquid fertiliser tubes,
- Seal kits in Dosatron units,
- Seed and fertiliser boots, and
- Wear to tow hitches and pins.

2. If a Dealer wishes to claim warranty on a Sales Order part they are to:

- Ensure the part(s) claiming warranty satisfy the conditions in Para 1 above.
- Contact the Ausplow Service Manager to obtain an Ausplow Warranty Claim Form and who will confirm if the part(s) claiming warranty are to be sent back to Ausplow, and if necessary pictures can be forwarded to assist with assessment of the claim.
- If part(s) are to be returned to Ausplow the return freight is at the Dealer's expense.
- Order the replacement part(s) using the web store portal, and referencing the "Ausplow sales order number and Warranty" (within the notes section) during placement of order i.e Warranty S12345.
- Ensure any returned items are clearly identified with a copy of the original Sale Order, and the freight marked: "To: Ausplow Service Manager, Warranty Claim Parts.

3. The Service Manager will assess the warranty claim. If approved a credit note will be raised and issued by the Accounts Department.

**Carl Myers**  
Parts Manager

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