



North American Powertrain Components LTD.
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Dear Valued Customer,

North American Powertrain Components Ltd. is committed to being environmentally responsible, operating a safe workplace and at the same time maintaining great prices for our customers. To achieve that, we have had the following policies in place for several years:

1. Transmissions, transfer cases, differentials, and all cores **MUST** have all their fluids drained **BEFORE** being shipped to us.
2. Heavy items must be securely and safely strapped to a pallet or returned in the original shipping container.
3. Everything shipped to us must be accompanied by the proper paperwork.
 - a. If you are returning a core, please attach a copy of the invoice for the unit you purchased.
 - b. If you are returning a unit you bought from us (e.g. a warranty unit), please call or e-mail to obtain an RMA (returned merchandise authorization) which you will attach to the returned goods.

If you already adhere to these policies, thank you. If you do not, please adhere to these policies immediately. Effective September 1, 2012 a new tag that reminds you about these three policies will be attached to our transmissions, transfer cases, and differentials. Other items will not have the new tag but still require proper paperwork.

Also, effective September 1, 2012, there will be a \$100 (one hundred dollars) processing fee charged to you for every unit that you ship to us without being drained and a \$100 (one hundred dollars) processing fee for any shipment that arrives without the proper paperwork and/or being safely strapped to a pallet. There will be no exceptions.

Following is the procedure to use when sending us any core or other item we have approved for 'collect' shipment to us:

1. Ensure that the unit has been completely drained, packaged securely, and is accompanied by the correct paperwork.
2. Call Complete Shipping Solutions at 1-855-733-7525 and tell them that you require a pick up or e-mail them at rates@completeshipping.ca
3. They will fax or e-mail a bill of lading for you to fill out.
4. They will dispatch a trucking company to pick it up.

Thank you for your attention to this matter, and thank you for your business.

Sincerely,
Craig Fisher
General Manager