

# Parts Sales Policy

The Parts Sales Department is organized to meet our customers' needs with maximum efficiency. It provides replacement parts of the same design and quality as the original equipment on your Wheeled Coach vehicles. Parts should be ordered through your Wheeled Coach Representative (See Region Assignments on the following page).

If you are a factory direct account and order parts from the factory, please read the following important information.

## 1. PAYMENT AND CREDIT

A current credit application will be required by the Accounting Department in order to set up an open "Net 30" day account. Without a current credit application on file, shipments will be sent C.O.D. A credit application is attached for your convenience. This form should be completed in its entirety and faxed or mailed to the parts department. Please be certain that phone numbers and contact names are accurate. The credit application will provide accurate information to our accounting department so that they may have easy access to phone numbers and contacts.

## 2. INFORMATION NEEDED TO FILL YOUR ORDER:

- Wheeled Coach unit number (located on the driver's door jamb) or the vehicle identification number
- Year vehicle was made
- Make (i.e., Ford, Type III)
- Type (i.e., CSB)
- Modular size (i.e., 138 x 95)

If exact dimensions are known, please supply that when ordering a manufactured custom made item. Also include mica color, upholstery color, special trim requirements, and anything that is particular to the unit you are trying to repair.

## 3. PLACING AN ORDER

**By mail:** ATTENTION PARTS DEPARTMENT  
Wheeled Coach Industries, Inc.  
2737 North Forsyth Road  
Winter Park, FL 32792

**By phone:** TOLL FREE, 24-HOUR HOTLINE:  
**(800) 628-8178**

**NOTE:** Orders should be faxed if possible. Faxed orders are entered the same day that they are received, and a confirmation can be returned, if requested on the faxed order. By faxing an order, it also verifies information pertaining to an order, especially if it is a custom make item.

**By fax:** TOLL FREE, 24-HOUR FAX LINE:  
**(800) 241-5177**

Parts Requests Forms are attached for your convenience. Photocopy as needed.

### **Special Order Parts:**

A special order part is a part that is a custom make for a unit that is not currently in production. Any type of special make item that requires exact dimension information from the customer, and is made to those exact dimensions will be non-returnable. Special order items should always be submitted in writing. A confirmation by Wheeled Coach will be given to the customer acknowledging that it is a special make item and is not subject to return, unless it is improperly manufactured.

## 4. MINIMUM ORDER:

All orders are subject to a \$25 minimum, effective January 1, 1992.

## 5. SHIPPING:

Small packages will be shipped via UPSground shipment, unless otherwise indicated. Please inquire about other available shipping modes.

All special packaging and crating will be invoiced to the customer at the time the parts are billed.

Shipping Schedule: Items in stock will be shipped within 48 hours and manufactured items will be shipped within seven working days. Please call for current delivery time for custom parts.

## 6. RETURN PARTS

In cases where you need to return parts to Wheeled Coach, you must obtain an authorization number (RGA) from the Parts Sales Department before returning parts. Failure to obtain an RGA number will result in the part being refused by the receiving department and returned to the customer. Please include all paperwork with the returned item(s). Clearly mark the RGA number on the outside of the box, preferably on the shipping label. If there is no room on the shipping label, mark it on a corner on the same side as the shipping label. All packages received without RGA number on the outside will be refused and returned to the customer.

A copy of the original packlist must accompany returned parts with a brief reason for return, and whether a replacement is needed. If the part is defective, please give a brief description of the defect.

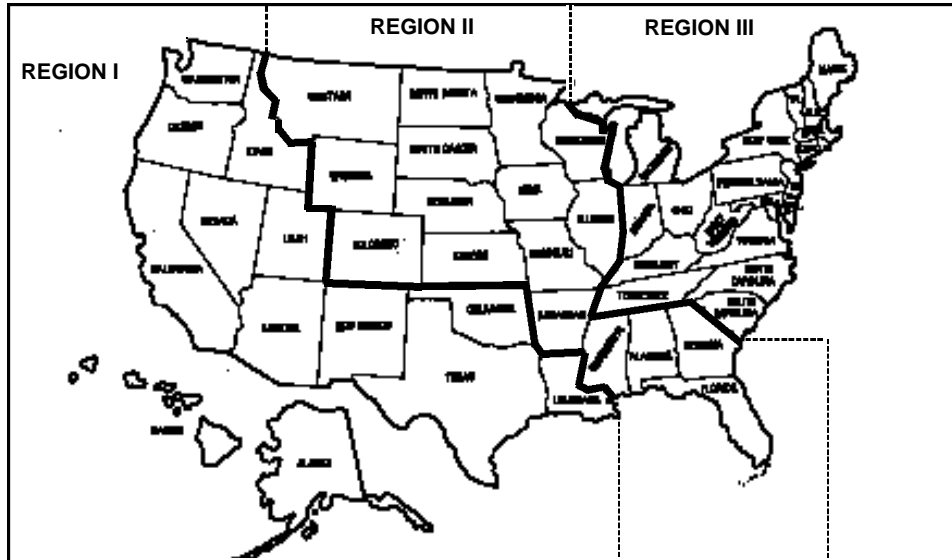
Return parts to:

**ATTENTION: SHIPPING DEPARTMENT**

Wheeled Coach Industries, Inc.  
2737 North Forsyth Road  
Winter Park, FL 32792

Return parts must be sent with shipping prepaid. A 15 percent restocking fee will be charged for parts returned due to customer error. Returned parts will be quality-assurance inspected before a credit is issued.

## Region Assignments



**REGION I - EXT. 287**

Maine	Michigan
New Hampshire	Indiana
Massachusetts	Kentucky
Connecticut	Tennessee
Rhode Island	Maryland
New York	West Virginia
New Jersey	Virginia
Pennsylvania	North Carolina
Delaware	South Carolina
Ohio	Washington D.C.

**REGION II - EXT. 221**

Florida	Montana
Georgia	North Dakota
Alabama	South Dakota
Mississippi	Nebraska
Arkansas	Kansas
Missouri	Minnesota
Kansas	Iowa
Colorado	Wisconsin
Wyoming	Illinois

**REGION III - EXT. 325**

Louisiana	Nevada
Texas	California
Arizona	Oregon
New Mexico	Washington
Utah	Oklahoma
Idaho	

**INTERNATIONAL - EXT. 305**

Puerto Rico	Japan	Hawaii
South America	Europe	