

## Contact Information

Website:

Company Name	Orange Power Group, LLC
Doing Business as (if applicable)	Ditch Witch of Oklahoma & Tulsa
Contact Person for Solicitation Response	Grant Goley
Phone	405-348-4633
Email	ggoley@ditchwitchok.com
Fax	405-341-7831
Address For Purchase Orders-Number & Street-Post Office Box (some companies have ordering addresses that are different than the payment address)	9000 N I-35 Service Rd Okc, OK 73131
City, State, Zip	
Contact Person for Contract/Ordering/Price Information/Equipment Additions/Changes/Discontinuations	
Contact Name	
Phone	
Fax	
Email	
Secondary Contact for Contract/Ordering	Jay Luttrell
Phone	405-348-4633
Fax	341-7831
Email	j.luttrell@ditchwitchok.com
Address For Payment-Number & Street-Post Office Box (some companies have a different Payment/remittance address than the ordering address)	same
City, State, Zip	
Contact Person/Department for payment	Chad Jones
Phone	
Fax	
Email	chad.jones@ditchwitchok.com
	parts @ " "
Early Payment Discount (i.e. 15 days)	Net <u>  </u> days <u>  </u>
Supplier will be responsible for notifying the contracting officer when the contact information changes.	Notes: (Special ordering instructions-please attach any special instructions on a separate sheet)

ATTACHMENT G  
DITCHER

[illegible]

Attachments/Accessories: 5 % OEM Repair Parts: 5 % Options: 5 %

Multiple Unit discount: 2 % (In addition to the equipment discount) based on 5 Units purchased

Extended Warranty offered? X Yes      No If yes, please attach information for the extended warranty purchase.  
Discount offered 5 %

## **SECTION: EQUIPMENT/PARTS/ORDERING/SHIPPING**

### **Policy 2: Parts Ordering/Returns**

#### **2.1 Ordering**

We will try to fill all parts orders completely. However, on occasion an order may not be complete or perhaps cannot be filled at all. If the order can be partially filled, the parts that are available will be shipped. Parts orders are handled according to the following guidelines:

- Enter order electronically through EDT or Dealer Central.
- Parts orders will not be shipped on common carrier equipment loads.
- Custom and special product orders cannot be canceled.
- Shipment shortages must be reported to Parts Coordination within 7 days\* of receipt date. When reporting parts shortages, you must provide the factory invoice and sales order numbers.
- Damage in shipment must be reported to the factory immediately. Make a notation with the carrier at the time of delivery regarding the extent of damage. Most damage on shipments outside the U.S. is discovered when the shipment is still in Customs. Upon notification of damage by the Customs Broker, notify your insurance company, the factory, and freight carriers as soon as possible. Document the damage by taking photographs. Submit all documented information regarding the damage to Accounting after filling out a lost or damaged freight claim (this form can be found on Dealer Central at Parts/Resources/Damaged or Lost Shipments Form).
- Parts shipments are not automatically insured by the factory. This option must be requested by the consignee before the order is shipped.
- Visually obvious quality issues, such as rust, scratches, etc., must be reported within 7 days of receipt from the factory in order for the dealer to receive full credit upon return of the item.
- The factory will provide special boxing, skids, crating, etc., whenever necessary. For information on charges for this packaging, please contact Parts Coordination.
- Contact Parts Coordination within 14 days of receipt of parts ordered in error. Parts ordered in error will be handled on a case by case basis.
- Carrier selection is limited to the factory approved carriers.
- Customer pickup guidelines are as follows:
  - Dealer must notify Parts Coordination of the date and time the customer is expected to arrive at the factory.
  - The dealer must enter the parts order into the system at least 4 hours prior to the customer's arrival at the factory.
  - If the customer fails to show, the factory will call the dealer to determine how to ship the order.

**\*all references to days in this document should be interpreted as "business days."**

**The factory classifies parts orders into the following categories:**

- Stock Orders -
  - US/Canada - five day shipment – unlimited usage each week.
  - International – within five days or at Dealer's request.
- Order must be received through EDT or Dealer Central.
- Parts Stock Orders will not be shipped with common carrier equipment loads.
- Stock Orders will only be shipped to the dealership address.
  - The factory will pay freight on US/Canada orders only.
  - The Stock Order option must be selected from the order entry program to initiate this benefit.
  - Freight will not be paid for parts stock orders shipped on dealer-owned vehicles.
- Out of stock items will remain open on the order and will be shipped as they become available or with next order.
- ***Note: All Directional Drill Fluid System Tanks, Drill Pipe, Vac Tanks, Storage Tanks, Skids and Tanks, etc., as well as Baroid products, are excluded from Stock Orders. (You can find a complete listing of those items restricted from Stock Orders on Dealer Central). Those products must be ordered on a Standard Order, and dealer will pay freight.***
- Standard Orders - (Two day shipment – unlimited usage each week)
  - Order must be received through EDT or Dealer Central.
  - Standard Orders will not be shipped with common carrier equipment loads.
  - Shipped to dealer by the second day following order and after the parts become available.
  - Dealer pays freight.
  - Out of stock items will remain open on the order and will be shipped as they become available, or with next International order.
- Customer Down Orders  
**IMPORTANT:** Ditch Witch® shares your customer support goals and understands that there are emergency situations where a drop shipment of parts to the customer is necessary. It is not in our mutual best interest, however, when drop shipments are used to supplement inventory that should be stocked at the dealerships. Associated Equipment Distributors reports that parts availability is the highest expectation customers have of an equipment dealer after they purchase equipment. Our highest priority should always be parts availability at the local dealership.

We will continue to honor requests for emergency shipments to a dealer's regular customers. Due to the emergency nature, we anticipate these orders will be classified as Customer Down Order. If, in the judgment of the factory, the request is not an emergency, we will not ship to the customer and will notify the dealership for further instructions.

Customer Down Orders should adhere to the following guidelines:

- Customer Down Orders are non-cancellable.
- Parts Customer Down Orders will not be shipped with common carrier equipment loads.
- Monday through Friday orders must be received at the factory by 4:00 pm Central Time. We will strive to insure that all orders received by the appointed cut-off time are shipped; however, different carriers have different cut-off times which could affect your shipment.
- Out of stock line items on all Customer Down Orders will be shipped as soon as available.
- All Customer Down Orders will be assessed a \$10.00 per line item handling charge. (The per line item fee will be waived for all HDD tooling.)

- After Hours, Weekend and Holiday Orders
  - Used for critically needed parts to be shipped as soon as possible.
  - After Hours, Weekend and Holiday Orders are non-cancellable.
  - These orders will be assessed a \$25 per line item handling charge, minimum of \$100.00. The maximum handling fee per order will be \$300.
  - Order must be called in to 580-370-0567.
  - These packages may need to be picked up at an airport if delivery service is not available on the delivery date.

## **2.2 Parts Returns**

The factory allows dealers the opportunity to return certain excess or slow moving parts to the factory for credit. It is the shipper's responsibility to supply the correct forms for the purpose of customs. An appropriate processing fee will be assessed against returns that require customs clearance documents that are not supplied by the shipper. A complete list of the parts being returned must be included as a packing slip in the return package. The different types of parts returns along with guidelines for each are listed below.

### **2.2.1 New parts returns**

This process is used when a dealer has excess inventory of returnable new parts.

- Must be returned within 24 months of purchase.
- Minimum line item value = 20 USD (Line Item Value = Individual Part Cost x Quantity).
- Maximum restock fee per item on each line = 300 USD.
- Maximum of 150 line items for domestic dealer returns.
- List of parts to be returned must be submitted via Dealer Returns application in Dealer Central for pre-approval.
- Parts must arrive at the Returns Department (1959 West Fir Avenue) during the week scheduled for the return with only pre-approved items included in the shipment.
- Only returnable parts in new condition will be considered for return.
  - Refer to the most recent factory price list to determine whether a part is returnable.
  - Ensure packaging is in good shape, parts are in salable condition, and parts are correctly labeled.
  - If non-returnable or used parts are returned, the factory will dispose of them, and no credit will be issued.
- Shipping crates and skids are eligible to be returned with new parts if in reusable condition.
- The following restocking fees apply to all Dealer parts returns. The restocking fee is determined from Dealer Net Price. All restocking charges are subject to change upon inspection of the parts by factory personnel.
  - a. 15% Restocking Fee: Applies to pre-approved part returns that are in new, salable condition and ready to be returned to factory stock. The parts require no refurbishing or repackaging of any kind upon return to the factory. *Note: HDD Tooling restock fee will be waived with a like kind exchange order.*
  - b. 5% Restocking Fee: Applies to all drill pipe eligible for return. The drill pipe must require no refurbishing and include end caps.
  - c. Up to 50% Restocking Fee: The return of parts removed from machines or assemblies, or parts needing refurbished or repackaged is not standard practice. Any

such parts are acceptable for return only with prior written approval and may incur up to a 50% restocking fee.

- d. In returning certain types of parts (i.e., drill pipe), an additional percentage or a flat fee may be discussed with the dealer.

### **2.2.2 Defective new parts returns**

This process should be used when dealer has defective new parts to return. A defective new part is a repair/replacement part that appears defective but has not been put into use or installed on a machine. Please notify the factory Returns Department (580-572-2878) of defective parts as soon as you discover they are defective so we can audit our stock and eliminate the shipping of any additional defective parts.

- Send list of parts to be returned to the factory Returns Department along with detailed information explaining the defect.
- Affix the green 'defective new parts return' tag to the package and return the parts to arrive at the factory Returns Department (1959 West Fir Avenue) within 30 days of sending the list.
- No restock fees will be charged.
- Contact your Customer Service Representative (CSR) for defective parts returns. Please provide the date and name of the Returns Department employee to whom the defect was reported in the comment section of the claim.
- Claim approval will be made upon verification of the part's defect by the factory. Please provide as much information as possible in the warranty claim.

### **2.2.3 Product Support parts returns**

This process should be used when dealer has parts on a warranty claim that have been requested to be returned to the factory.

- Affix the orange 'warranty returns' tag to the package and return the parts to arrive at the factory Product Support Department (1955 West Fir Avenue) within 30 days of the date the Product Support Technician requested the part be returned.
- Claim approval will be made upon verification of the part's defect by the factory. Please provide as much information as possible in the warranty claim.

### **2.2.4 Shipping error parts returns**

This process should be used to return parts shipped in error.

- Send list of parts to be returned along with the applicable invoice number to the factory Parts Coordination Department.
- When the Parts Coordination Rep has verified the information, the dealer will be notified. The parts should be returned to the factory Returns Department (1959 West Fir Avenue) within 30 days following this notification.
- No restock fees will be charged.

### **2.2.5 Core returns**

This process should be used to return a core that was previously purchased from the factory as a rebuilt part. Only fully assembled cores are eligible for return.

- Affix the buff 'core return' tag to the package and return the core to the factory Returns Department (1959 West Fir Avenue). Credit will not be issued without the core return tag.

- No credit will be issued for obsolete cores, cores with broken housings or cores that are not assembled.
- When the Returns Rep. has verified the information, credit will be issued.
- No restock fees will be charged.

### **2.3 Non-stock parts - “NS”**

Parts that have been ordered less than 10 times in the last five years and are used on equipment that has been out of production for at least five years are designated as non-stock parts. The description for these parts will be preceded by “NS”. The factory will build or purchase an “NS” part specific to an order. Factory manufactured “NS” parts have a 30 to 45 days lead time; purchased part lead times will vary by supplier. Non-stock parts will be quoted at time of order and pricing is good for the quoted order only. The order cannot be canceled for any reason and “NS” parts are non-returnable. It is a good practice to check the ‘Dealer Inventory Look-up’ application to determine if this part is available in another dealer’s inventory prior to placing your order with the factory.

### **2.4 Obsolete Parts**

Parts used on equipment that has been out of production for at least fifteen years and have not been sold for five consecutive years are obsolete parts and will no longer be produced, purchased or sold. However, you may contact a factory Customer Service Representative to determine if certain obsolete parts may be sold through a Specials’ purchase.

## **SECTION: WARRANTY**

### **POLICY 12: EXTENDED WARRANTIES**

Extended warranties of one (1) or two (2) additional years' coverage are available for all primary Ditch Witch® products, except some products with air cooled engines. Some of these products may have only a one (1) year additional coverage policy available. These warranties provide cost effective coverage for major components beyond the standard warranty policy's time frame.

Characteristics of extended warranty policies:

- Policy can be purchased any time during the initial warranty period.
- Policy stays with the machine.
- Policy covers only parts/components stated by model on the "Specific Components Covered by Extended Limited Warranty" list on myOrange.
- Dealers receive full labor rate and hours for work covered by extended warranty policies.
- Dealers will be compensated for parts at dealer net + 20%.
- There is no travel compensation under extended warranties.