PART 1 — SHIPPING & DELIVERY POLICY

1. Scope and Trade Terms

All export orders are quoted and executed on **FOB [PORT OF LOADING], Incoterms® 2020**, unless a different term is expressly agreed in the signed sales contract or proforma invoice (PI).

- The named port of loading is confirmed in each PI, e.g. **FOB Shanghai / FOB Qingdao / FOB Ningbo**.
- Where a quotation states only "FOB" without a port, the port of loading is **[PORT]** and will be confirmed in writing before order acceptance.
- Any change of trade term, port, or shipping method after order confirmation may change price and lead time and will be reconfirmed in a revised PI.

2. Division of Responsibilities under FOB

Cost / Duty	Seller (Us)	Buyer (You)
Export-standard packing (crates, pallets, rust protection)	✓	
Inland transport to the named port of loading	✓	
Export customs declaration and export licence formalities	✓	
Terminal handling and lifting charges **on board** the vessel at origin port	✓	
Stowage, lashing, securing and separation on board		✓ (unless otherwise agreed in the sales contract)
Ocean / air freight and all charges after loading on board		✓
Marine cargo insurance		✓ (recommended; see §10)
Import customs clearance, duties, VAT/GST		✓

and destination port charges	
Destination demurrage, detention, storage and re-delivery	✓

Delivery point and risk transfer: goods are delivered when placed on board the vessel nominated by the Buyer at the named port of loading. Risk of loss or damage passes to the Buyer at that moment. Title passes on receipt of full payment.

3. Port of Loading and Vessel Nomination

- Loading ports available: **[PORT 1 / PORT 2 / PORT 3]**.
- After order confirmation the Buyer nominates the vessel, carrier and freight forwarder, and provides the **booking confirmation and shipping instructions at least [7] working days before the agreed loading window**.
- If the Buyer's nominated vessel is not available within **[10] days** after goods are ready for loading, storage, insurance and re-handling costs incurred at origin from the 11th day are for the Buyer's account, and the delivery schedule will be re-fixed.

4. Lead Time

Stage	Standard lead time
Order and technical confirmation (part numbers, drawings, quantities)	[2–3] working days
Production / stock picking and inspection	[7–15] working days for stock items; [20–35] working days for made-to-order items
Packing and inland trucking to port	[3–5] working days
Export clearance and loading on board	Per vessel schedule; typically [3–7] days after cargo arrival at terminal
Ocean transit	Not controlled by us under FOB — provided by the Buyer's forwarder

Lead times are counted from receipt of the down payment and confirmation of the final order specification, whichever is later. Lead times are indicative and exclude force majeure events and peak-season port congestion.

5. Packaging

- Heavy parts (undercarriage, hydraulic cylinders, final drives, cylinder heads, crankshafts) are packed in **[plywood cases / fumigated wooden cases with ISPM 15 IPPC mark]**, secured to pallets or skids suitable for forklift and crane handling.
- All machined surfaces, bores and splines receive anti-rust treatment **[VCI film / rust-preventive oil]** for sea transit of up to **[90] days**.
- Each package is marked with order number, part number, quantity, gross/net weight, dimensions, and handling pictograms (ISO 780).
- **Wood packaging:** solid-wood crates are heat-treated and IPPC-marked in accordance with ISPM 15. A phytosanitary/fumigation certificate is provided on request at cost.
- Customized or OEM-branded packaging is available on request with **[MOQ]** and additional lead time.
- If the Buyer requires a specific marking, labelling or barcode standard, it must be supplied in writing before packing. Re-packing after shipment is not possible.

6. Shipping Methods

Method	Typical use	Transit time (indicative)	Notes
LCL (less than container load)	Small and medium orders, [0.5–12] CBM	[25–45] days port to port	Consolidation may add [5–10] days; cargo is handled more often
FCL 20' / 40' / 40'HQ	Volume orders, mixed part numbers	[20–40] days port to port	Best protection for heavy and precision parts
Flat rack / open top / break bulk	Oversize or out-of-gauge items (booms, long shafts, complete undercarriage assemblies)	Per vessel	Buyer must confirm the vessel and terminal can accept OOG cargo before booking
Air freight	Urgent breakdown parts, small high-value components	[3–8] days airport to airport	Charged on chargeable weight; dangerous goods (batteries, oils, gases) require declaration

International express (DHL/FedEx/UPS)	Sample and single-piece spare parts	[3–7] days door to door	Normally quoted DDP or DAP separately, not under FOB

Transit times are carrier estimates, not commitments, and depend on routing, transhipment and destination customs.

7. Shipping Documents

We provide the following documents with every shipment:

1. Commercial invoice
1. Packing list (with weights, dimensions and marks per package)
1. Ocean bill of lading (3 originals + 3 copies) or air waybill
1. Certificate of origin **[CO / Form E / Form A — per destination requirement]**
1. Mill certificate / material test report and dimensional inspection report (on request)
1. IPPC / fumigation certificate (when solid-wood packing is used)
1. Certificate of insurance — **issued by the Buyer under FOB**; we will assist by providing invoice, packing list and loading photos for the claim

Documents are issued **[within 3 working days after vessel departure]**. Document instructions that differ from the standard set (e.g. legalization, consular attestation, third-party inspection) must be stated in the PI; extra cost and lead time apply.

8. Order Processing and Tracking

- An order acknowledgement with confirmed part numbers, quantity, unit price, trade term, port and lead time is issued within **[1] working day** of payment receipt.
- A pre-shipment inspection report with photos of packed goods is sent for approval **[before container loading]**.
- Loading photos, container/seal number, and the vessel/voyage details are sent **[within 2 working days after departure]**.
- After departure, tracking is handled through the Buyer's forwarder. We will provide copies of all shipping documents and respond to carrier or customs enquiries within **[2] working days**.

9. Delays and Force Majeure

We are not liable for delay or non-performance caused by events beyond reasonable control, including but not limited to: government orders, export control or sanctions measures, epidemic control measures, port closure or congestion, carrier schedule changes, vessel cancellation or rollover, strikes, war, and extreme weather.

In such events we will notify the Buyer within **[5] working days**, provide supporting evidence, and agree on a revised schedule. Where delay is caused by us, the Buyer's remedy is limited to a revised delivery date; **liquidated damages, if any, apply only when expressly agreed in the sales contract**.

10. Risk Transfer and Cargo Insurance — Important

Because all shipments are on **FOB** terms, **the goods are at the Buyer's risk once loaded on board at the port of loading**. We strongly recommend the Buyer arranges **all-risks marine cargo insurance (ICC(A)) covering 110% of invoice value, from warehouse to warehouse**, before vessel departure.

If cargo is found damaged or short on arrival:

- The loss is a **transit loss and is claimable from the Buyer's insurer or the carrier**, not from us.
- We will still support the claim in full: providing loading photos, packing records, weight notes, invoices and technical statements, and issuing replacement parts on priority production if required.
- Damage or shortage must be noted on the carrier's delivery receipt at the time of collection, and a survey report obtained. Claims notified after the goods have been accepted without remark are difficult to support.

11. Oversize, Heavy and Dangerous Cargo

- Single pieces exceeding **[length 6 m / width 2.3 m / height 2.6 m / weight 20 t]** require special stowage, lifting plans and possibly flat-rack or break-bulk booking. Confirm with us before ordering so shipping cost and schedule can be quoted accurately.
- Items containing **batteries, lubricants, hydraulic oil, gases, or magnetic components** may be regulated as dangerous goods by air and sea carriers. The Buyer must confirm acceptance by the nominated carrier; we will supply the applicable MSDS and transport declaration.

PART 2 — RETURNS, REPLACEMENT & WARRANTY POLICY

1. Principles

We supply **B2B industrial components** for machinery repair and maintenance. Goods are frequently heavy, made to order, or matched to a specific machine serial number. Our policy therefore separates three cases clearly:

1. **Our error** (wrong part shipped, quantity short, damage caused before loading) — we correct it at our cost.
1. **Transit loss or damage** — handled with the carrier and the Buyer's cargo insurer, with our full documentary support.
1. **Buyer's change of mind, wrong ordering, or parts already installed** — limited, conditional, and at the Buyer's cost.

Nothing in this policy limits statutory rights that cannot be excluded by law in the Buyer's jurisdiction.

2. Return Eligibility

Condition	Window	Returnable
Wrong part number shipped by us	Report within **[7] days** of delivery	Yes — replacement or full credit, our freight cost
Quantity shortage	Report within **[7] days** of delivery	Yes — supply balance or credit
Damage caused before loading (packing/loading fault)	Report within **[7] days** of delivery with photos	Yes — replacement or credit
Transit damage or shortage	Report within **[3] days** of delivery, noted on carrier receipt	Claim handled with carrier/insurer; we supply documents and priority replacement
Non-defective return (ordered in error, project cancelled)	Written request within **[30] days** of delivery	Conditional — subject to §4 and §5
Defective part within	Within **[12] months** of delivery or **[—] running**	Yes — replacement or credit

warranty	**hours**, whichever comes first	after inspection

3. Non-Returnable Items

The following cannot be returned or credited, except where the part is proven defective in materials or workmanship:

- Parts manufactured, machined, painted, branded or assembled to the Buyer's specification or drawing
- Parts cut, drilled, welded, modified or re-marked at the Buyer's request
- Electrical and electronic components (ECUs, controllers, sensors, injectors, alternators, starters) once the seal is broken or the part has been energized
- Parts that have been installed, run, or exposed to fuel, oil or hydraulic fluid
- Seals, gaskets, bearings, filters and other consumables once the original packaging is opened
- Items held longer than **[30] days** after delivery
- Special-order, clearance and discontinued items marked as non-returnable in the PI
- Any item returned without an approved RMA number

4. Return Merchandise Authorisation (RMA) Process

1. **Request** — email **[sales@yourdomain.com]** with: order number, invoice number, part number, quantity, batch/lot or serial number, reason for return, and photographs or video of the part and its packaging.
1. **Assessment** — we reply within **[2] working days** with either an RMA number and return instructions, or a technical clarification request.
1. **Approval** — returns are only accepted with a valid RMA number written on the outside of the package. Unauthorised returns will be refused or held at the Buyer's cost.
1. **Shipment** — return freight prepaid by the party responsible under §5. Goods must be packed to the same standard as received, with rust protection, and declared as "returned goods — no commercial value" where the destination customs allows.
1. **Inspection** — we inspect within **[7] working days** of arrival and confirm the

outcome in writing (replacement / credit note / rejection with reason).

1. **Settlement** — see §6.

5. Freight and Charges

Scenario	Outbound freight	Return freight	Restocking fee
Our error (wrong part, shortage, pre-shipment damage)	Our cost	Our cost	None
Defect confirmed within warranty	Our cost	Our cost	None
Defect not confirmed (part tested OK)	Buyer's cost	Buyer's cost	None; return freight and re-export costs charged
Non-defective return	Buyer's cost	Buyer's cost	**[15]%** of invoice value, minimum **[USD —]**
Transit damage	Buyer's cost / insurer	Per insurer instruction	None

Import duties, taxes, customs brokerage, demurrage and storage arising from a return shipment are for the Buyer's account unless the return is caused solely by our error.

6. Refunds and Credits

- Approved refunds are issued as a **credit note** offset against future orders, or by bank transfer, at the Buyer's option.
- Refunds are processed within **[15] working days** of written approval, by the original payment method where possible.
- Bank charges, currency conversion differences and any third-party transaction fees are deducted from the refunded amount.
- Where the original order was shipped under a promotional freight arrangement, the freight portion already borne by us may be deducted.

7. Warranty

We warrant that all parts are free from defects in materials and workmanship for [3] months from the date of shipment, whichever occurs first, when used under normal

operating conditions for the intended application.

Remedy: at our option, replacement of the defective part, repair, or credit of the invoiced value. This is the Buyer's sole remedy.

Genuine and OEM-equivalent parts are supplied to the stated specification; drawings and material certificates are available on request.

Warranty on replaced parts runs for the remainder of the original warranty period or [3] months, whichever is longer.

Installation and labour are not covered.

8. Warranty Exclusions

The warranty does not cover:

- Normal wear (filters, seals, brake linings, cutting edges, hoses, belts, consumables)
- Damage from improper installation, misapplication, wrong machine model or incorrect part matching
- Damage from contamination, incorrect oil or fuel, overheating, overloading, overspeeding, or operation outside the machine's rated conditions
- Damage from accident, collision, fire, flood, corrosion in storage, or improper storage after delivery
- Parts repaired, disassembled or modified by anyone other than us
- Consequential loss: downtime, lost production, towing, crane and lifting charges, rental of replacement equipment, penalties under the Buyer's own contracts, loss of profit
- Freight, insurance, duties, installation labour and travel costs

9. Required Information for Any Claim

To assess a claim we need: order and invoice number · part number and quantity · batch/serial number · machine make, model and serial number · date of installation and running hours · clear photos of the failed part from several angles · photos of the nameplate/marking · description of the operating conditions · and, where relevant, oil samples or a third-party inspection report.

10. Governing Terms

This policy forms part of the sales contract together with the PI and our General Terms

and Conditions. In case of conflict, the **signed sales contract prevails, then the PI, then this policy**. Governing law and dispute resolution are as stated in the sales contract