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1. INTRODUCTION

In January 2014 we have successfully implemented a core return system with „back in box” procedure for our turbo chargers. This system facilitates the return process for our customers as well as for the core sorters.

The procedure includes the goods acceptance, identification of customer data in connection with the goods, check of the cores and the processing of pledge values and credit notes.

For all other old parts, e.g. starters and generators, there is no “back in box” procedure. These parts still must be returned with a copy of the invoice or the core return note.

Below you find a detailed description of the general procedure:

2. SURVEY

BTS is selling all turbo chargers, starters and generators in an exchange system.

You receive a new part from our product range and subsequently return the exchanged defective item to BTS.

- In ideal case, you ship the old part in the box in which you received the new part. This way, you don't have to take care of the adequate disposal of the packaging.
- For turbo chargers, the back in box system is applied:



- With the new turbo charger, we invoice a pledge value
 - The matching of the invoiced pledge value to the back-in-box carton is done through the BTS-ID on the box.
 - You return the old turbo charger in the box of the new turbo charger, free of charge for us.
- Please send the old parts (only old parts!) to the following address:

Automotive Logistic Center GmbH
BTS Turbo
Am Kupferwerk 2-10

65462 Ginsheim-Gustavsburg

If certain issues are agreed differently in your case, then the individual agreement will apply.

3. ACCEPTANCE CRITERIA FOR TURBO CHARGERS

3.1. BACK IN BOX SYSTEM

Our goods are shipped in the original manufacturer's carton or in a BTS carton.

A sticker „Back in Box“ indicates that the goods have to be returned in the same carton.



A separate core return note is no more required, because our goods are supplied with a BTS identification number. Through this number the sales data as well as the origin can be clearly matched.

The blue BTS sticker and our BTS ID must not be destroyed, removed or pasted over.



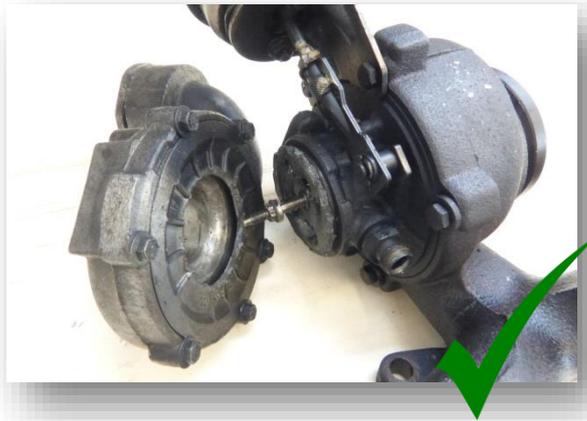
For shipment a simple delivery note is sufficient.

3.2. STATE OF THE TURBO CHARGER

The old part must be returned assembled and complete. No components may be disassembled, exchanged or removed. Damages caused by external force are also excluded from return.



This does of course not include burst turbo chargers or lost turbine wheels. In this cases, we can accept the destroyed core for credit of pledge value.



3.3. TYPE PLATES OF THE TURBO CHARGERS

If the type plate is illegible, we kindly ask you not to modify anything. We at BTS have better possibilities to make it legible again.



The type plate of the core must not be removed. Turbo chargers without or with a manipulated type plate cannot be accepted, as an unequivocal identification for the return to the manufacturer is no more possible.



3.4. THE CORE MUST CORRESPOND TO THE PURCHASED TURBO CHARGER

Condition for issuing the pledge credit note is that you return a core which corresponds, in its application, to the newly purchased turbo charger.

In this context, please check for **obvious** differences.



Generally, the newly purchased turbo charger has a more recent production level. Therefore the manufacturer's part number or the original reference number on the type plate will not always be identical.

When sorting the cores, experienced staff will check the possible versions. When the different numbers of the turbo chargers replace each other, this criterion for pledge value credit is fulfilled.

4. ACCEPTANCE CRITERIA FOR STARTERS/GENERATORS

4.1. THE OLD PART MUST CORRESPOND TO THE PURCHASED STARTER/GENERATOR

Condition for issuing the credit for pledge value is that you return an old part which corresponds to the purchased new starter/generator.

4.2. TYPE PLATE

The type plate must not be removed.

4.3. COMPLETENESS

The starter/generator must be complete with all attached parts.

5. PERIOD FOR RETURN

Old parts must be returned within 12 months after purchase date of the new part.

If you return a part later than 12 months after purchase date due to some important reason, please inform our order processing service beforehand.

6. NON-COMPLIANCE WITH RETURN CRITERIA

If the criteria are not fulfilled, we cannot issue a credit note for pledge value.
The old part will be scrapped or, on request, returned to the sender (freight not prepaid).