



**Section QP 7.0
Product Realization**

QP 7.2.01 – Damaged or Missing Parts Procedure

1. Purpose

- 1.1. To ensure orders, with damaged or missing components, are rectified in an expeditious manner.

2. Scope

- 2.1. Pertains to orders with damaged or missing parts.

3. Responsibility

- 3.1. Executive VP of Operations
- 3.2. Business Unit Managers
- 3.3. Parts Manager
- 3.4. QRC Managers

4. Actions and Methods



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DAMAGED OR MISSING PARTS POLICY

It is the intent of Sterling Fluid Systems (USA), Inc. to provide products as desired by the customer. However, occasionally products may be supplied incorrectly. At these times, Sterling's desire is to correct the problem as quickly as possible.

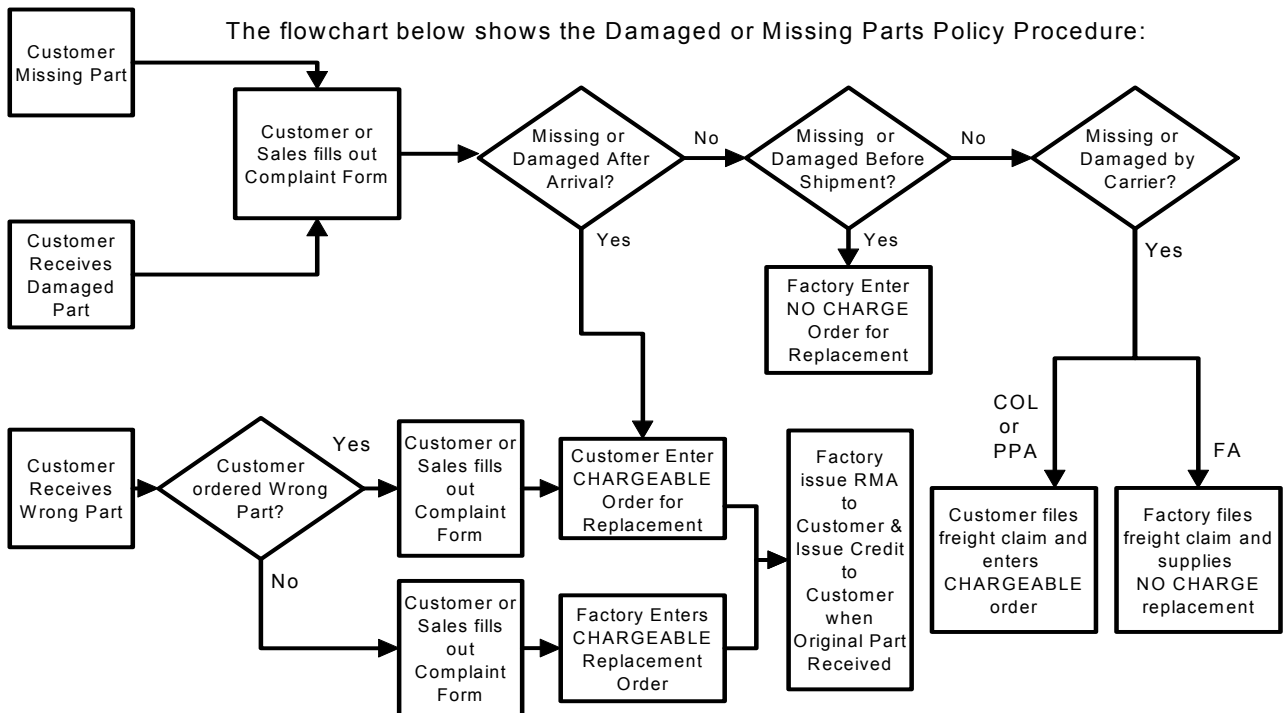
Damaged or Missing Parts Policy Guidelines:

- 1. Customer must supply Original Job Number or Serial Number.
2. The party who files the freight claim is determined by the agreed shipping terms on the order. Example, if FCA Indianapolis is the shipping terms and damage occurs in transit, then the customer files the freight claim.
3. A Customer Complaint Form (via Extranet for business partners or via a sales office for end users) should be used as the method to request replacement shipments. If original order was a parts order, send customer complaint to Parts Department. If the original shipment was a pump order, send customer complaint to the respective Business Unit. (If the Extranet is not available, contact the Business Unit Customer Service Representative or Business Unit Manager.)
4. Damaged or incorrect shipments must be noted on the proof of delivery by the customer/carrier at the time of delivery.
5. Defective parts (as opposed to damaged or missing items) are subject to the warranty policy, not this policy.

A Chargeable Order will be Entered if any of the following apply:

- 1. Original Job Number or Serial Number Not Supplied.
2. Request is 30 Days past date of shipment - US only. International Shipments past 2 weeks from delivery to job-site.
3. RMA material involved.
4. Freight Damaged not noted on proof of delivery.
5. Freight Damage reported after 10 working days of shipment. (Most carriers require freight claims to be filed within 15 working days)

The flowchart below shows the Damaged or Missing Parts Policy Procedure:



Signature of receipt of product by the customer and/or carrier indicates an acceptance of responsibility for contents and indicates that the shipment has been verified and inspected by the receiving party. Factory may exercise the right to enter a chargeable order when a signature of receipt is verified.



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5. Associated Documents

5.1. None

6. Records

6.1. All records created as a result of this policy will be viewed as indicator(s) of quality and will be controlled and retained as detailed in QP 4.2.

Revision Record

Rev.	Date	Change by	Description of Change
0	8-1-2003		Initial Release of the ISO 9001: 2000 Manual

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