

HOW TO PLACE A PARTS REQUEST

Participants shall complete the part request electronically using MTH's on-line parts ordering system located on the MTH website. If the parts ordering system is temporarily unavailable, you may fax or e-mail the part request. Information on the nature of the problem, cause, and resolution shall accompany the part order along with the customer date of purchase. The MTH part number shall be supplied with the request. Phone call part orders will not be accepted.

If a part number has not been assigned for the product, follow the instructions on the screen. For example; if you are searching for a tender truck side for MTH Item Number (30-1164-1), enter a "-" and describe the part using the pull down menu and additional fields. Don't forget to include the MTH item number for the product. The description of the part should follow this example: (Truck Side, Tender, Lead Truck, Black). Part orders where the part number is not specified may not ship within a 48 hour time period..

Parts shall be supplied on an "as available" basis. If the part is not in stock at MTH, the dealer will see immediately notification that the part is not available using the on-line parts ordering system. MTH will provide an estimate on the delivery time for the "out of stock" part within 5 working days of the dealer part request. The dealer shall make proper arrangements with the customer to hold the item awaiting the replacement part or to return the item to the customer and instruct them to await notification the part has arrived at the dealer.

Warranty Parts in excess of \$20 retail shall be tagged and returned to MTH for evaluation at regularly scheduled intervals. All exchange parts shall ship to MTH within one week of the part request.

Dealer performance will be monitored and customer complaints tracked. Dealer Ratings shall be kept and feedback to dealers will be given on an annual basis. Dealers falling below an acceptable rating level shall receive a CAR, Corrective Action Request. The Dealer shall have 30 days to complete the requested action. If the Dealer fails to meet the requirements of the CAR by the deadline, appropriate action will be taken by MTH up to and including cancellation of the MTH Service Authorization.

If the Dealer believes a CAR has been issued inappropriately, they should notify their Sales Representative in writing within 10 days of receipt of the CAR.