

# SALES POLICIES

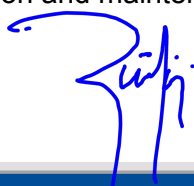
**SUPREME QUALITY TRUCK PARTS, LLC** is committed to providing its customers with the highest quality products and exceptional service. To ensure customer satisfaction, the following sales policies have been established and will apply to all business transactions conducted by the company.

## Prices

- Prices are subject to change without prior notice due to fluctuations in exchange rates, variations in production costs, and other market factors.
- All published prices are unit prices plus Value Added Tax (VAT).
- Prices are quoted in U.S. dollars.

## Warranties

There is a 1-year limited warranty on all products sold by **SUPREME QUALITY TRUCK PARTS, LLC**, who commits to repairing or replacing any product determined to be defective in material or workmanship within 30 days from the date of invoice, provided that written notice is given immediately upon discovering such defect and the defective products are promptly returned to the place of shipment, with all transportation charges prepaid and in the original packaging. This does not apply to any product that has been altered, subjected to misuse, negligence, or accident. The warranty does not include breakdowns or failures due to non-compliant installation or use, external causes, or careless installation and maintenance.



Lic. Rodrigo Díaz .  
Gerente de ventas internacionales B2B



Lic. Daniel Aguirre.  
Director de ventas internacionales B2B. Pag. 1 de 4



# SALES POLICIES

- The warranty does not cover damage and failures due to normal wear and tear.
- This warranty does not cover anything beyond the items described above, such as consequential damages for loss of use, loss of time, inconvenience, transportation expenses, travel expenses, accommodation, fuel, lost income, and loss or damage to personal property.
- Freight expenses are the responsibility of the customer.
- All electronic products and some additional products are subject solely to the manufacturer's warranty.
- **SUPREME QUALITY TRUCK PARTS, LLC** makes no warranties that the products are merchantable or fit for any particular purpose, and there are no other express or implied warranties extending beyond the description herein.

## Returns and Exchanges of Products

If for any reason the item you purchased at **SUPREME QUALITY TRUCK PARTS, LLC** does not meet your expectations, you may return it up to 30 days from the date of invoice, considering the following:

A **20% commission** must be paid on the value of the returned product. The product will be inspected to determine whether it is in acceptable condition for return.



# SALES POLICIES

- Parts must be in NEW/UNUSED condition.
- Parts must be clean, uninstalled, and in their original packaging. They cannot be scratched, dented, or have protective material damaged or removed (including laser vinyl covering on stainless steel or other protective material).
- No alterations to the product and body components are allowed; **THEY CANNOT BE PREPPED OR PAINTED.**
- Non-stock items, special orders, custom items, and electronics **ARE NOT** eligible for returns.
- Shipping fees are non-refundable.
- The customer is responsible for the freight costs of the replacement unless the return is due to an error by **SUPREME QUALITY TRUCK PARTS, LLC.**
- The item must be received by **SUPREME QUALITY TRUCK PARTS, LLC** from the customer before the replacement can be shipped or credit issued. The customer may choose to purchase the replacement if necessary before the return, and the item will be credited to the customer's account if the returned part is received and is 100% resalable.
- Limitations and restrictions apply to this returns policy for international shipments, which are subject to duties, taxes, and border crossings.
- Returns are not allowed on clearance items or items purchased in our Outlet section.

## If the product is damaged in transit, please be sure to do the following:

- All freight claims must be reported within 24 hours so that a freight claim can be filed with the carrier.
- Ensure you sign any shipping documents or bills of lading noting **DAMAGED**. If the damage is not recorded on the bill of lading, the shipping company may deny the claim.
- Take photos of the product as it was received.
- Keep all original packaging and store the product in a safe, clean area until the claim is finalized.
- All electronics and some additional products are subject to Manufacturer Warranty Only. In the event your item stops working or you experience a product failure due to manufacturer defect, please contact us.

Product warranties are outside of this returns policy and are dictated by the manufacturer's warranty periods and policies.

# SALES POLICIES

## Product Inspection & Claims Policy

Upon delivery, the customer is responsible for inspecting all received merchandise to ensure it is in perfect condition and matches the agreed specifications.

- *Customers have **48 hours from the time of delivery** to report any damage, discrepancy, or defect.*
- *All claims must be submitted in writing and accompanied by **clear photographic or video evidence** of the issue.*
- *If no claim is received within the 48-hour window, Supreme Quality Truck Parts will consider the shipment **accepted in full and in good condition**, and no further claims will be honored.*

This policy helps us maintain high standards of service while ensuring timely resolution of any issues.



Lic. Rodrigo Díaz .  
Gerente de ventas internacionales B2B



Lic. Daniel Aguirre.  
Director de ventas internacionales B2B. Pag. 4 de 4