



Dealer Parts Return Procedure

Request for Return or Credit

Form 8210 is used by all Authorized Service and Independent Retail Dealers to request the return or credit of parts from MTD Shelby Operations. (Excluding surplus parts returns.) If parts were shipped from any other parts source (such as Central, Distributor, etc.), authorization must be arranged with that source.

Enter your dealer number, name, address, your signature, and date in the space provided.

Dealer Parts Return and Credit Policies and Procedures are listed for each **“TYPE OF RETURN”** on the following pages.

ORDERED IN ERROR RETURN.....page 3

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SHORTAGE RETURN.....page 7

DEFECTIVE STOCK PARTS RETURN....page 9

Shipping address:
Return Parts Department
MTD Shelby Operations
305 Mansfield Ave.
Shelby, OH 44875



Dealer, Distributor or Store	A B C Lawn & Garden	Dealer Number	1234-01	Dealer Signature	
Street Address	123 Oak Street				
City	ANYTOWN	State	ST	Zip Code	12345

PARTS TO BE RETURNED

Quantity Invoiced	Part Number	Description	Quantity Received	Part Number	Invoice Number	Reason For Return
a.	a.	a.	b.	b.	b.	c.
6	954-3002	Belt	6	954-3002	988198	Ordered In Error

!!!! Form must include copy of Invoice for Credit to be issued !!!!!

Date Received	Carrier Name	Freight Bill No.	Packing Slip No.	No. Of Cartons	Freight Charges Prepaid or Collect	Prepared By

**Please Remit To: MTD Shelby Operations, Attn: Return Parts Dept.,
305 Mansfield Avenue
Shelby, OH. 44875**

NOTE: Original - Shelby Operations, Copy of Original - Dealer Records.

(EXHIBIT #1)

ORDERED IN ERROR RETURN

1. Part(s) with less than a **\$10.00 extended line item** value at dealer cost are **not eligible** for return.
2. "ORDERED IN ERROR" returns from one or more orders may be submitted on a single 8210 form if the order type is the same for all orders listed. Refer to the Dealer Service Parts Policy for order types.
3. Complete the form as follows:
(See Exhibit #1)
 - a. Enter quantity invoiced, part number, and description in the space provided.
 - b. Enter quantity returned in the "quantity received" column, part number, and invoice number.
 - c. Enter the words "ordered in error" in the "Reason for Return" column.
4. Separate and retain dealer copy of completed 8210 form.
5. Attach legible copy of the invoice on which the part was charged to your dealer account with the part number and price circled. (See Exhibit #4)
6. Pack return part(s) and enclose the 8210 form with the invoice(s) attached. NOTE: *Parts must be clearly identified for proper credit and returned pre-paid. Freight costs are not reimbursed.*
7. Shelby Parts Depot must receive the part(s) prior to the end of the month following month of shipment.
8. Upon receipt of the part(s), credit will be issued at 85% of the net price (dealer cost).



Dealer, Distributor or Store	A B C Lawn & Garden	Dealer Number	1234-01	Dealer Signature	
Street Address	123 Oak Street				
City	ANYTOWN	State	ST	Zip Code	12345

PARTS TO BE RETURNED

Quantity Invoiced	Part Number	Description	Quantity Received	Part Number	Invoice Number	Reason For Return
a.	a.	a.	b.	b.	b.	c.
6	954-3002	Belt	6	954-3002	988198	Shipped In Error

!!!! Form must include copy of Invoice for Credit to be issued !!!!!

Date Received	Carrier Name	Freight Bill No.	Packing Slip No.	No. Of Cartons	Freight Charges Prepaid or Collect	Prepared By

**Please Remit To: MTD Shelby Operations, Attn: Return Parts Dept.,
305 Mansfield Avenue
Shelby, OH. 44875**

NOTE: Original - Shelby Operations, Copy of Original - Dealer Records.

(EXHIBIT #2)

SHIPPED IN ERROR RETURN

1. Returns of "SHIPPED IN ERROR " from one or more orders may be submitted on a single 8210 form if the order type is the same for all orders listed. Refer to the Dealer Service Parts Policy for order types.
2. Complete the form as follows:
(See Exhibit #2)
 - a. Enter quantity invoiced, part number, and description in the space provided.
 - b. Enter quantity received, part number actually received, and invoice number. When the part(s) cannot be identified, describe in detail the line item(s) received.
 - c. Enter the words "shipped in error" in the "Reason for Return" column.
 - d. If you decide to keep all the part(s), write "shipped in error and items will be retained" in the "Reason for Return" column and those items will be invoiced at dealer net price.
3. Separate and retain dealer copy of completed 8210 form.
4. Attach legible copy of the invoice on which the part was charged to your dealer account with the part number and price circled. (See Exhibit #4)
5. Pack return part(s) and enclosed the 8210 form with the invoice attached. NOTE: *Part(s) must be clearly identified for proper credit and returned pre-paid. Return shipping charges will be reimbursed. Truck shipments may be returned freight collect.*
6. Shelby Parts Depot must receive the part(s) or documents, if you keep the parts, prior to the end of the month following month of shipment.
7. Upon receipt of the part(s) or documents, adjustments will be issued as required.



Dealer, Distributor or Store	A B C Lawn & Garden	Dealer Number	1234-01	Dealer Signature	
Street Address	123 Oak Street				
City	ANYTOWN	State	ST	Zip Code	12345

PARTS TO BE RETURNED

Quantity Invoiced	Part Number	Description	Quantity Received	Part Number	Invoice Number	Reason For Return
a.	a.	a.	b.	b.	b.	c.
6	954-3002	Belt	6	954-3002	988198	Shortage

!!!! Form must include copy of Invoice for Credit to be issued !!!!!

Date Received	Carrier Name	Freight Bill No.	Packing Slip No.	No. Of Cartons	Freight Charges Prepaid or Collect	Prepared By

**Please Remit To: MTD Shelby Operations, Attn: Return Parts Dept.,
305 Mansfield Avenue
Shelby, OH. 44875**

NOTE: Original - Shelby Operations, Copy of Original - Dealer Records.

(EXHIBIT #3)

SHORTAGE RETURN

1. All shortages submitted from one or more orders may be submitted on a single 8210 form if the order type is the same for all orders listed. Refer to the Dealer Service Parts Policy for order types.
2. Complete the form as follows:
(See Exhibit #3)
 - a. Enter quantity invoiced, part number, and description in the space provided.
 - b. Enter quantity received in the “quantity received” column, and invoice number.
 - c. Enter the words “shortage” in the “Reason for Return” column.
3. Separate and retain dealer copy of completed 8210 form.
4. Attach legible copy of the invoice on which the part was charged to your dealer account with the part number and price circled and a copy of the packing list. (See Exhibit #4)
5. Mail the completed form with invoices, prior to the end of the month following month of shipment, to MTD PRODUCTS INC, PO Box 703, Shelby, OH 44875.
6. Upon receipt of the documents, credit will be issued as charged on the original invoice.
7. Reorder the part(s) shorted on your next parts order.



Dealer, Distributor or Store	A B C Lawn & Garden	Dealer Number	1234-01	Dealer Signature	
Street Address	123 Oak Street				
City	ANYTOWN	State	ST	Zip Code	12345

PARTS TO BE RETURNED

Quantity Invoiced	Part Number	Description	Quantity Received	Part Number	Invoice Number	Reason For Return
a.	a.	a.	b.	b.	b.	c.
6	954-3002	Belt	6	954-3002	988198	Defective Stock Order
						"Distorted"

!!!! Form must include copy of Invoice for Credit to be issued !!!!!

Date Received	Carrier Name	Freight Bill No.	Packing Slip No.	No. Of Cartons	Freight Charges Prepaid or Collect	Prepared By

**Please Remit To: MTD Shelby Operations, Attn: Return Parts Dept.,
305 Mansfield Avenue
Shelby, OH. 44875**

NOTE: Original - Shelby Operations, Copy of Original - Dealer Records.

(EXHIBIT #4)

DEFECTIVE STOCK PARTS RETURN

1. Part(s) with less than a **\$10.00 extended line item** value at dealer cost do **not** need to be returned.
2. "DEFECTIVE STOCK PART" returns from one or more orders may be submitted on a single 8210 form if the order type is the same for all orders listed. Refer to the Dealer Service Parts Policy for order types.
3. Complete the form as follows:
(See Exhibit #5)
 - a. Enter quantity invoiced, part number, and description in the space provided.
 - b. Enter quantity returned in the "quantity received" column, part number, and invoice number.
 - c. Enter the words "defective stock part(s)" in the "Reason for Return" column. (i.e. Broken, Cracked, Scratched, etc)
4. Separate and retain dealer copy of completed 8210 form.
5. Attach legible copy of the invoice on which the part was charged to your dealer account with the part number and price circled. (See Exhibit #4)
6. Pack return part(s) and enclose the 8210 form with the invoice(s) attached. NOTE: *Parts must be clearly identified for proper credit and returned pre-paid. Return freight costs will be reimbursed.*
7. Shelby Parts Depot must receive the part(s) prior to the end of the month following month of shipment.
8. Upon receipt of the part(s), credit will be issued at 100% of the net price (dealer cost) plus return freight.

P. O. BOX 73417-N
CLEVELAND, OHIO 44193-0457

ORDER NO.	INVOICE NO.		SHIPPING POINT	
732187	988198	DEC 12, 1997	SHELBY, OHIO	PAGE 1
SOLD TO 1471		SHIP TO		
A B C Lawn and Garden 123 Oak Street ANYTOWN ST 12345		Merchandise returned without written approval will not be accepted.		
TERMS PART PROGRAM		DATE SHIPPED IF DIFFERENT FROM INVOICE DATE - SAME -		
R- NP-NET PRICE SP-SPECIAL		CUSTOMER ORDER NO. 097/PRE 12/10/97 THOMA		
SHIPPING INFORMATION		FREIGHT	REQ. SHIP DATE	CUST. NO. 12345 ST. OFFICE NY 635

DESCRIPTION	PART NUMBER	QUANTITY SHIPPED	QUANTITY BACK ORD.	UNIT PRICE	AMOUNT
USE 954-3002 BELT-V	FOR 754-3002 954-3002	6			50.76

We hereby certify that these goods were produced in compliance with all applicable requirements of section 6, 7, & 12 of the Fair Labor Standards Act, as amended, and of regulations thereof.

FORM 537-1

(EXHIBIT #4)

TOTAL**INVOICE
TOTAL**

NOTE: Before issuing your check, refer to any special remittance instructions at the top of this invoice regarding payment of both the merchandise total and freight total.

INVOICE