

*“S.R.T.P.”*

**“GENERAL  
SALES  
POLICIES”**

**STEERING REBUILDERS & TRUCK PARTS, INC.**

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# "GENERAL SALES POLICIES"

## 1) **CREDIT TERMS:**

"Cash", "Credit Card" (AMEX, DISCOVER, MC, VISA), "Company Check" or "Bank / Wire Transfer". Customers wishing to set-up a (30) day charge account must do the following:

- (A) Must averaging a minimum of \$1000.00 a month in Credit Card Sales (Excluding Core charges) for at least (6) months.
- (B) Fill out a SRTP, Inc. Credit Application (Normally takes 30-45 days to approve). Must show a pay history of paying on time. No exceptions!

## 2) **MERCHANDISE RETURNS:**

All returned goods are subject to a 20% Restocking Fee (Except for Special Ordered Parts or Units). Opened Seal Kits and / or Units that have been installed, cannot be returned for any credit.

- A) All Special ordered Parts or Units will be subject to a 30% Restocking Fee. Customer is responsible for freight on any returns.

## 3) **FREIGHT:**

All Units and / or Parts are F.O.B Houston, Texas or nearest Warehouse Distributor. All CORES, RETURNS and / or POTENTIAL WARRANTIES are to be returned Freight Pre-paid.

## 4) **CORE CREDIT:**

To receive "Core Credit" -

- (A) Core must be Returned Freight Pre-paid
- (B) Be accompanied by a copy of original "SRTP" invoice
- (C) Be returned **within 30 days of original invoice date**
- (D) Be in "Re-buildable Condition" which means "Core must turn thru from end to end, No broke or twisted shafts, Core was not in an accident, No welded on parts, Core part number must be same as Remanufactured unit sold".

## 5) **WARRANTY:**

- (A) Medium & Heavy Duty Truck Gears, Pumps, Cylinders & Control Valves are warranted to be free from defects for a period of (1) year from date of installation. Also refer to line item "B", "C", "D" & "E" below for more details.
- (B) Specialty Applications (Cranes, Forklifts, Fire Trucks, Tow Motors, Tractors, Work Over Rigs and Etc.) are warranted to be free from defects for a period of (3) months from date of installation. Also refer to line item "C", "D" & "E" below for more details.
- (C) Automotive & Pick-up Truck Gears, Pumps, Cylinders & Control Valves are warranted to be free from defects for a period of (3) Months from date of installation. Also refer to line Item "D" & "E" below for more details.
- (D) Warranty is limited to replacement or repair of "SRTP" unit only. Warranty does not Cover Accidents of any type, Ordinary Wear and Tear, Misuse, Overloading, Overheating, Alterations made to unit, Improper use of Lubricants, Improper Installation, Additional Front End Problems & etc. "STEERING REBUILDERS & TRUCK PARTS, INC." does not pay "LABOR CHARGES", "DOWN TIME", TOWING CHARGES or "AIR FREIGHT CHARGES".
- (E) "SRTP, Inc." will bill customer for any Replacement Warranty Unit shipped until original unit that is claimed to be defective is returned. **NO EXCEPTIONS!!**

If you have any questions in regards to our Sales Policies, you may contact us at:

Phone: (281) 386-7229

E-mail: [rwhitten\\_srtp@yahoo.com](mailto:rwhitten_srtp@yahoo.com)