



2009 Mandatory Stock and Service Letter

March 2009

To: All Southbend service agents

Southbend always strives at giving you the best support possible. Part of our policy has been to allow the return of parts. Unfortunately some of our service agents do not manage their inventories properly. They return parts that they end buying back a short time later. This practice costs Southbend a lot in labor to receive, sort and restock the parts returned. We also incur for the payment of handling fee on the returned parts.

To minimize the negative impact of this problem, Effective April 13, 2009 Southbend will no longer pay handling fees on mandatory or van stock parts used for warranty claims.

We will however continue to pay the handling and freight fees on all non mandatory stock parts for warranty claims as long as they are returned within 90 days of purchase.

To help service agencies avoid overstocking some parts when they buying the van kits, the parts department will now offer a variety of kits based on product lines for your van stock.

This should make it easier for you to replenish your supplies based on the models you work on most. Please visit the Technical Support page on our website, www.southbendnc.com for the kit part numbers and as well as the new updated mandatory van parts.

What is this?

WWW.SOUTHBENDNC.COM

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