

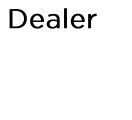



Attention Dealers

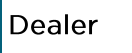

INTERIM ADW RETURN PROCESS – Effective June 17, 2020

ADW is currently refining our returns and credit process to improve response time and provide a better dealer experience. **In the interim**, the three step process below should be followed to ensure proper return processing (including battery cores).

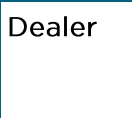

Step 1: Return Request

	<ul style="list-style-type: none"> • Dealers must send an e-mail to returns@adw1.com with the following information: <ol style="list-style-type: none"> 1. Your company name. 2. Your ADW account number. 3. Part numbers, quantities and type of return (listed below): <ul style="list-style-type: none"> New Parts: Part and packaging is unused, uninstalled and ready for resale. Battery Warranty: Failure after use/installation. Defect: Concealed damage, improper packaging. Core: Return part for reman purposes. • For all GM transit wheel core returns, continue to use the existing online return process at adw1.com and click the Transit Wheel Return button. • NEW: Battery cores now require a return authorization.
	<ul style="list-style-type: none"> • No Action Required

Step 2: Return Processing

	<ul style="list-style-type: none"> • No Action Required
	<ul style="list-style-type: none"> • ADW reviews the e-mailed return request and generates a Return Authorization (RA) Number. • ADW will send an e-mail RA Confirmation to the dealership including the RA number, part name(s), and part quantities to be returned and schedule the ADW driver for return product pickup as soon as possible. • The RA number and two copies of the RA paperwork will be provided to the ADW driver. • For UPS and freight customers, specific instructions will be included in your return authorization confirmation e-mail from ADW.

Step 3: Return Pick Up

	<ul style="list-style-type: none"> • Dealer places all authorized return parts and quantities included on the ADW RA Confirmation e-mail in a designated area for pickup. • To aid in return processing, please include a copy of the ADW RA Confirmation e-mail with the part(s) to be picked up.
	<ul style="list-style-type: none"> • ADW Driver will provide two copies of the ADW RA paperwork for signature at time of scheduled pickup. One copy will remain with the dealership. • Only parts and quantities listed on the ADW RA confirmation will be picked up.

Accessories Sales: 888-823-8138. Parts Sales: 888-844-1239. To Place an Order: 800-421-5556.

ADW reserves the right to cancel, amend, or change this process at any time.

ADW Notice #6C: 6.17.20-Return Update and Reminder—DLR v2.0