

LORD Repair Station Core Return Policy & Instructions

To facilitate return of cores and ensure compliance with our current procedures & shipping policies.

Order Policy

For parts that are sold on exchange, orders must be accompanied by a like-quantity of the same part in non-serviceable, but repairable condition. For parts that are considered overhaul of customer owned unit, the actual part must be returned to the LORD Repair Station for overhaul.

Advance exchange orders are acceptable. Please advise your customer service contact if you require shipment of order in advance of returning cores. If the order is placed in advance of core return, we kindly request the return of cores to the LORD Repair Station within 30 days of order placement. Otherwise a 25% fee will be charged.

Shipping Instructions - inbound & outbound

Return of cores & international inbound shipments to LORD:

International shipments to LORD Corporation are based on the INCOTERMS 2010 of DDP Erie PA. DDP (Delivered Duty Paid) means that the shipper must pay for all costs related to transporting the goods from their facility and is responsible for the goods until they have been received at LORD Corporation. This includes paying for the export and import clearance charges, shipping fees, duties and taxes, and any other expenses incurred while shipping the goods.

The Shipper or their elected freight forwarder must have an office or agent in the U.S. to facilitate the importation, clearance, and delivery. The shipper must also have a valid Power of Attorney on file with the elected broker or agent in the United States in which they will provide clearance information and must appear as the Importer of Record on the U.S. Customs Entry Documentation (CF3461, CF7501, etc.)

Upon shipment to the U.S., please send notice of shipment, including Air Waybill/Tracking Number and Commercial Invoice to: LORD Repair Station, repairstation@lord.com

Please return cores with a copy of the purchase order to the following address:

LORD Corporation, Attn: Repair Station, 2455 Robison Road, Erie PA 16509 USA

International outbound shipments from LORD:

International shipments from LORD Corporation are based on the INCOTERMS 2010 of Ex Works Erie PA. *Ex Works* means that the seller (LORD Corporation) delivers when the goods are placed at the disposal of the buyer at the seller's premises (LORD Corporation) or another named place, such as a warehouse, *not cleared for export and not loaded on any collecting vehicle.*

Domestic Outbound Shipments from LORD will be FCA Erie, Pennsylvania.

Under the terms of FCA, Erie, Pennsylvania, LORD will make the goods available for shipment at their dock. It would be the Customers responsibility to arrange the carrier for pickup at our dock or warehouse.

Your continued support of the policies above is greatly appreciated. Please contact our Repair Station Customer Service or Global Trade Compliance departments directly should you have any questions or concerns.