



## Customer Policy on Toromont Remanufacturing Major Components

Feb 24, 2024

Rev. No. 1

Page 1 of 1

### 1. Core Attrition Time Parameter:

- Toromont Remanufacturing major components are subject to a 60-day time parameter from the time of invoicing. \*

### 2. Late Core Returns and Value Parameters:

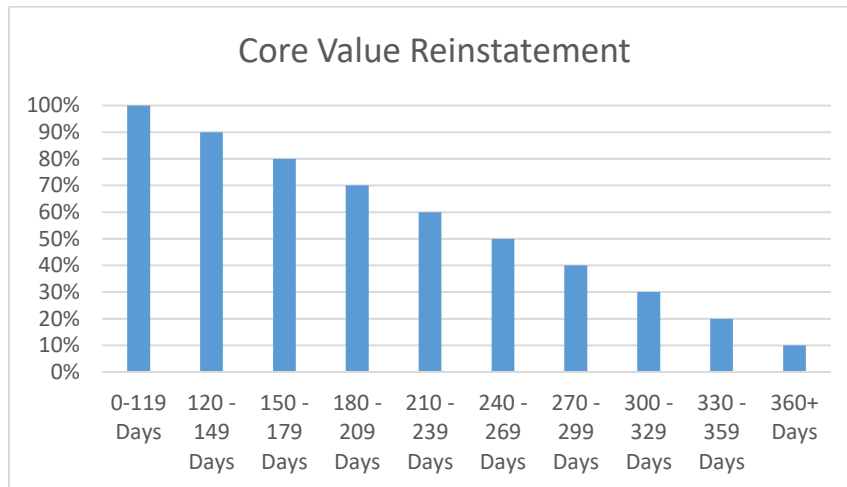
- Cores are expected to be returned within 60 days from the date of invoice. Notices for outstanding cores will be issued at 30 days, 45 days, and a final notice at 60 days.
- At 90 days from the date of invoice, cores will be forfeited by Toromont Remanufacturing.
- Cores may still be returned after being forfeited at a reduced reinstatement value. See point 4 on reinstatement guidelines.

### 3. Extensions:

- Core return timelines will be decided at the point of sale and cannot be renegotiated after the point of sale.

### 4. Reinstatements:

- Cores will be forfeited based on the guidelines outlined in note 2. If a core is returned after the attrition time parameter, a 10% reduction in the core deposit value will be applied to every 30-day increment beyond the original time parameter, until a residual core value of 10% remains. †



### 5. Direct Purchase:

- The direct purchase program is used to purchase cores that were not initially acquired through Toromont Cat or cores that, due to their extended return period, have been replaced.
- Direct purchase price will be offered in line with core market prices.

#### Contacts:

- Cat Reman: Toromont Cat Core Support Team | [cores@toromont.com](mailto:cores@toromont.com)
- Toromont Remanufacturing: Toromont CAT Reman Exchange Group | [ToromontCATRemanExchangeGroup@toromont.com](mailto:ToromontCATRemanExchangeGroup@toromont.com)

\* Exceptions apply to certain customers due to specific logistical needs. Inquiries for exceptions can be directed to the appropriate contact below.

† Discretion of the core value can be subject to change by Toromont Remanufacturing.