

CLARKE®

Wednesday, December 18, 2019

New Product Bulletin: NPB0041

Subject: **Engine Return Policy**

Effective Date: **January 1, 2020**

Our customers occasionally have a need to return an engine due to a cancelled order, a change in the specifications, or other reasons. A Clarke diesel fire pump driver may be returned for credit as long as it meets the below qualifications, and the customer agrees to the re-stocking terms.

Qualifications:

The engine must be returned within 12 months of the original ship date from Clarke.

The engine must never have been installed.

The engine must never have been run after leaving Clarke's factory under any condition.

Re-Stocking:

Returned engines will be credited minus 30% for re-stocking.

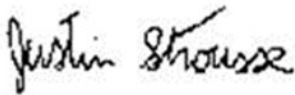
There is no credit for a pump ready base or special options.

Upon inspection, damages or shortages will be additionally deducted from the credit.

Return credit may take up to 90 days pending a full inspection.

As always, we greatly appreciate your business and are available to answer any questions or concerns you might have. Please feel free to contact us directly or any of your preferred contacts at our factory.

Thank you,



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