



# Program Terms, Conditions & Warranty

## AFTERTREATMENT PROGRAM

This document outlines the policies of Global Emissions Systems Inc. (DPFXFIT™ is a registered trademark of GESi® (Global Emissions Systems Inc.) and supersedes all previous policy documents produced by Global Emissions Systems Inc. These policies pertain only to the items listed in a DPFXFIT™ price list and/or catalogue. All other products sold by GESi® are exempt from this policy document.

### Customer Onboarding Requirements:

1. Completed DPFXFIT™ New Customer Form
2. Completed GESi® Credit Application
3. Program pricing offered
4. Account setup to accept orders

New customer accounts to be onboarded within 24-48 hours of receiving completed paperwork (#1 & #2 above).

### Payment Terms

Standard Payment Terms are Net 30 days (on approved credit). All accounts receivable arrears shall bear interest at a rate of 1.5% per month or 18% per annum.

Orders will not be processed if a customer’s account is not current when the order is received. A GESi® representative will immediately contact any customer whose account has been placed on credit hold.

We accept payment as follows:

- (ACH) Automated Clearing House Electronic Payments (USD funds for US accounts only)
- (EFT) Electronic Funds Transfer (CAD funds for Canadian accounts only)
- Credit card (where terms are not applicable)
- Company cheque (upon credit approval)
- Wire transfers

### Order Placement

Orders may be placed in the following ways:

Online Portal	Email	Phone
<a href="https://portal.dpffit.com">https://portal.dpffit.com</a>	orders@gesi.us	1-888-758-4374
To register to get set up on the DPFXFIT™ portal, please email orders@gesi.us	Please ensure that a P.O. number is clearly noted on the order/email.	Orders may be placed by telephone as long a P.O. number is provided

All orders will be processed on a first in – first out basis.



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### Delivery & Will Call/Pick Up Lead Times: Aftertreatment & Accessory Program

#### Standard:

GESI® Warehouse	DPF & DOC		Clamps, Gaskets & Sensors	
	Delivery Pre-Paid 2-Day Service (Same Day Ship)	Will Call/ Customer Pick Up	Delivery Pre-Paid Ground (Next Day Ship)	Will Call/ Customer Pick Up
<b>Toronto</b> 1680 McEwen Dr, Whitby, ON L1N 0A2, Canada	Order prior to <b>2pm EST</b>	Approx <b>2 hrs</b> after order acknowledgment	Order prior to <b>2pm EST</b> Min. order for prepaid freight is \$1,500.00 (before taxes and/or shipping)	Approx <b>2 hrs</b> after order acknowledgment
<b>Charlotte</b> 158 Houston Road, Troutman, NC 28166, USA	Order prior to <b>3pm EST</b>	Approx <b>1 hr</b> after order acknowledgment	n/a	n/a
<b>Edmonton</b> 17303-116 Ave NW, Edmonton, AB T5S 2P7, Canada	Order prior to <b>4 pm EST</b>	Approx <b>1 hr</b> after order acknowledgment	n/a	n/a
<b>Colorado Springs</b> 3631 N Stone Ave., Colorado Springs, CO, 80907, USA	Order prior to <b>4pm EST</b>	Approx <b>1 hr</b> after order acknowledgment	n/a	n/a
<b>Vancouver</b> 19100 Airport Way, Unit 112, Pitt Meadows, BC V3Y 0E2, Canada	Order prior to <b>5pm EST</b>	Approx <b>1 hr</b> after order acknowledgment	n/a	n/a
Notes:	<p>*Based on the customer's proximity from the DPFxFIT™ shipping location, order(s) could arrive next day</p> <p>*Pre-paid only applicable within the continental United States &amp; Canada</p>	<p>*A confirmation of pick-up time will be emailed to you after your order has been processed. Please do not come to pick up the order until a pickup time has been confirmed</p> <p>*Orders submitted after cut-off time will be ready for pickup the following business day. Above statements apply.</p>	<ul style="list-style-type: none"> <li>Any accessory order paired with an aftertreatment order (DPF/DOC) automatically qualifies for prepaid freight.</li> <li>Minimum order can be achieved by any combination of any accessory part number or quantity</li> <li>Orders that do not qualify for the above will be charged shipping (at time of shipment)</li> </ul>	<p>*A confirmation of pick-up time will be emailed to you after your order has been processed. Please do not come to pick up the unit until a pickup time has been confirmed</p>

#### Expedited:

##### Next Day Air Service Level Flat Rate:

DPF & DOC		Clamps, Gaskets & Sensors
Canada Wide	\$200.00 CAD/unit	To be quoted at time of order or inquiry.
Continental USA	\$150.00 USD/unit	

NOTE: Next Day Early Service Level will be quoted on case-by-case base and charged accordingly

\*DPFxFIT™ is not responsible for courier shipping delays\*

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### Product Returns: Aftertreatment Program - DOC & DPF

#### 1. 1-year protected stock exchange

- Applicable only to new customers that purchase the recommended stocking order (proof of purchase required - original purchase order or invoice must be provided).
- Replacement offsetting order (of equal dollar value) for any non-moving stock within the initial 12-month period from the recommended stock purchase.
- No restocking fee is applicable.
- Return freight to be paid by customer.
- Product must be in original packaging and in resalable condition.
- Credit amount to be purchased price (proof of purchase required - original purchase order or invoice must be provided).

#### 2. Defective product return

- See warranty process below.
- Customer to send unit back to GESi®. If customer is not able to arrange return shipment, GESi® will schedule a Call Tag (UPS will send a driver with a return label to pick up the unit). Depending on outcome of warranty, customer could be liable for return shipping costs.
- GESi® to cover return freight only after product is received and deemed warrantable with proof of customer's return shipping cost (only if shipped via Ground or Standard service level).
- Credit amount to be purchased price (proof of purchase required - original purchase order or invoice must be provided).
- Shipping charges from original purchase(s) are non-refundable.

#### 3. New product return (with offsetting order of equal dollar value)

- Any product being returned must have been purchased within a 12-month period (proof of purchase required - original purchase order or invoice must be provided).
- GESi® will issue a Return Merchandise Authorization number (RMA).
- A Product Return Form must be submitted using the RMA number assigned.
- \$200 (CAD/USD) restocking fee (per unit) is waived if an offsetting order (of equal dollar value) is placed for all products being returned.
- Return freight to be paid by customer.
- Product must be in original packaging (including any applicable clamps and/or gaskets) and in a resalable condition.
- Credit is issued at the lesser of the purchase price or market value at the time of return.
- Shipping charges from original purchase(s) are non-refundable.

#### 4. New product return (without offsetting order of equal dollar value)

- Any product being returned must have been purchased within a 12-month period (proof of purchase required - original purchase order or invoice must be provided).
- GESi® will issue a Return Merchandise Authorization number (RMA).
- A Product Return Form must be submitted using the RMA number assigned.
- \$200 (CAD/USD) restocking fee per unit.
- Return freight to be paid by customer.
- Product must be in original packaging (including any applicable clamps and/or gaskets) and in a resalable condition.
- Credit is issued at the lesser of the purchase price or market value at the time of return.
- Shipping charges from original purchase(s) are non-refundable.

### Product Returns: Accessory Program - Clamps, Gaskets & Sensors

#### 1. New Product Return

- Any product being returned must have been purchased within a 12-month period (proof of purchase required - original purchase order or invoice must be provided).
- GESi will issue a Return Merchandise Authorization number (RMA).
- A Product Return Form must be submitted using the RMA number assigned.
- A 20% restocking fee will be applied per piece purchased.
- Return freight to be paid by customer.
- Product must be in original packaging and in a resalable condition.
- Credit is issued at the lesser of the purchase price or market value at the time of return.
- Shipping charges from original purchase(s) are non-refundable.



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### Warranty Statements

- All DPFXFIT™ aftertreatment products are covered by a limited 3-year, unlimited mileage warranty.
- All DPFXFIT™ accessory products (clamps, gaskets & sensors) are covered by a limited 1-year warranty.
- All warranty claims must adhere to our warranty process, terms and conditions.
- Proof of purchase within 3-year warranty period as well as warranty registration is required for all warranty claims.

### Warranty Process:

Customer to follow steps 1 to 5 below:

1. Identify failure mode outlined in the DPFXFIT™ warranty booklet and confirm it is under the “What Is Covered” section of the warranty policy:
  - a. The DPFXFIT™ warranty booklet can be found at: [www.dpffit.com/resources](http://www.dpffit.com/resources).
2. Please provide photo proof of the failure mode you are referencing within the DPFXFIT™ warranty booklet.
3. Provide the original purchase order or invoice number the unit was purchased under.
4. Contact GESi® customer service including the above details to request a Return Merchandise Authorization (RMA) number:
  - a. GESi® customer service will provide a Product Return Form that must be submitted using the RMA number assigned before we can process warranty (please provide a physical copy with the unit and a digital copy to the GESi® customer service team).
  - b. All items being claimed for warranty credit are to be returned to GESi® within thirty (30) days of receiving the return authorization number/form.
  - c. Please be sure to clearly mark the RMA number on the shipment.
5. Customer to ship product back to GESi® (at their expense), if you cannot arrange the return shipment, GESi® can:
  - a. Schedule a Call Tag and UPS will send a driver with a return label to pick up the unit.
  - b. Send you a return label if you have regular UPS pickups.
  - c. In either event, if the warranty is not approved, the cost of the return shipment will be charged back to the customer.
6. Once the product is received, a GESi® representative will physically inspect all returned items to determine if claim is acceptable.
7. For all warrantable products, a credit will be applied to their account (within 30 days) for the original purchase price:
  - a. All products deemed not warrantable can be returned to the customer at their discretion/expense or sent for recycling.

To reduce downtime, DPFXFIT™ strongly encourages ordering the replacement part at the time the issue is discovered. The new/replacement unit will need to be ordered and shipped out. During the RMA process, if the unit is deemed warrantable, a credit will be issued to account, offsetting the new/replacement unit purchase.



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Global Emissions Systems Inc. (GESi®) agrees to repair or replace any DPFXFIT™ product as a direct result of a defect in the original workmanship or materials sourced by GESi® which causes a malfunction or breakdown of a DPFXFIT™ product during the warranty period, provided that:

- The DPFXFIT™ product is new at the time of purchase or lease by the warranty owner.
- The warranty is not transferable without the prior written consent of GESi®.
- The DPFXFIT™ product has only been used on the vehicle/engine application (manufacturer, make & model) it was originally intended for.
- The DPFXFIT™ product has only been used with a low sulphur fuel source of Diesel and/or Bio-Diesel.
- The repair is made by GESi® or by an authorized GESi® dealer.
- The warranty owner pays any applicable removal and installation costs.  
(GESi® does not cover any labour cost associated with any defective unit)

The original DPFXFIT™ product must be returned for repair or replacement at the discretion of GESi®. GESi® and the product owner agrees that GESi's® liability in respect of an authorized repair is limited to the cost of repairing or replacing the DPFXFIT™ product with a replacement unit.

### General:

GESi® reserves the right to add, delete or amend its product line from time to time. GESi® reserves the right to unilaterally amend or terminate all or any part of this policy from time to time without cause or prior notice to the customer. In the event of a conflict between a purchase order and the terms of this policy then the terms of this policy shall govern. By issuing a purchase order to GESi® the customer shall be deemed to accept the terms of this policy. In the event any provision herein is unenforceable or not permitted by law or regulation it shall be deemed to be deleted for all purposes.

For any additional questions, please email our team at [contactus@gesi.us](mailto:contactus@gesi.us).



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