



## Core Policy

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Mid-South Power Distributors, Inc. d/b/a MSP Diesel Solutions provides the following *Core Policy* applicable to many of its products, which contain a core that is eligible and acceptable for return to MSP Diesel Solutions. A core may be eligible and acceptable for return if it (A) was purchased from MSP Diesel Solutions and the invoicing contained a core credit line item, (B) is being returned during the Eligible Time Period (defined below), and (C) is in a physical condition that allows the core to be remanufactured, as described below.

### Core Charge

MSP Diesel Solutions charges an upfront core charge as part of the total purchase price of certain remanufacturable products, which contain a core eligible for return. An original purchase invoice will show the total purchase price for the product and include as part of the total purchase price a separate line item for the core charge. The core charge may be credited back to Customer if the eligible core is returned in an acceptable condition during the Eligible Time Period. The total purchase price of a product, including the core charge, is payable upon normal payment terms as provided by MSP Diesel Solutions' *General Terms and Conditions of Sale* or by separate written agreement signed by MSP Diesel Solutions and its Customer. MSP Diesel Solutions' *General Terms and Conditions of Sale* may from time to time be published on its website at [mspdieselsolutions.com](http://mspdieselsolutions.com). If Customer deducts the core charge from its payment amount, MSP Diesel Solutions shall have the right to stop shipments to Customer and hold future orders until the core charge is satisfied in full.

### Eligible Cores for Return

A core is eligible for return if it (A) was purchased from MSP Diesel Solutions and the invoicing contained a core credit line item and (B) is being returned during the Eligible Time Period (defined below). Products with cores eligible and acceptable for return include certain injectors, injection pumps, high pressure oil pumps, water pumps, turbos, and EGR coolers.

### Acceptable Cores for Return

A core is acceptable for return if it is in a physical condition that allows the core to be remanufactured and none of the following conditions are met: (1) damages resulting from fire, water, or other external force; (2) any breakage, cracking, denting, etching or bending; (3) any missing parts or components; (4) any disassembly prior to return; (5) any tampering, modification, replacement or misuse; (6) the core is unidentifiable; (7) the core has been subject to any fuel contamination; and (8) the return packaging of the core is either inadequate or materially damaged. Return packaging will be deemed inadequate under the following circumstances: (i) the core is not drained of oil, fluids, or other liquids



and substances prior to return, (ii) the core is not placed in the original manufacturer's box; or (iii) any shipper determines not to receive or ship it. MSP Diesel Solutions reserves the right in its sole discretion to accept cores that are not acceptable hereunder.

## **Eligible Time for Core Returns**

Customers are eligible to return acceptable cores to MSP Diesel Solutions during the **6-MONTH PERIOD** beginning on the date of the original purchase invoice (the "Eligible Time Period"). MSP Diesel Solutions reserves the right in its sole discretion to accept cores after the Eligible Time Period; provided that, it is under no obligation to do so.

The Eligible Time Period is based on the core policies of MSP Diesel Solutions' manufacturers. MSP Diesel Solutions may enlarge or reduce the Eligible Time Period if (i) its manufacturer's core policies change and (ii) MSP Diesel Solutions gives reasonable advance notice to Customer of such enlargement or reduction. For purposes of this section, reasonable notice shall be notice provided to Customer at least five (5) business days in advance of the expiration of the Eligible Time Period.

## **Core Credit**

Customer may return eligible and acceptable cores to MSP Diesel Solutions during the Eligible Time Period and receive a core credit applicable to Customer's account in one of the following amounts: (A) if the core is eligible, acceptable, and returned timely, the allowable core credit to Customer will be for the full amount of the core charge as shown on the original purchase invoice; or (B) if the core is not eligible, acceptable, or timely returned but MSP Diesel Solutions elects to accept it, the allowable core credit to Customer shall be at MSP Diesel Solutions' sole discretion and may be for an amount less than the full amount of the otherwise applicable core charge.

## **Application of Core Credit**

MSP Diesel Solutions will apply the core credit to Customer's account within a reasonable time period. While unusual circumstances may arise, MSP Diesel Solutions strives to promptly apply core credits within 3-4 business days of its receipt of eligible and acceptable cores that are timely returned. MSP Diesel Solutions shall have the right in its sole discretion to apply core credits to any balance due from Customer. Failure to submit the required paperwork will delay the issuance of core credits.

Core credits may only be applied against core charges and are neither refundable nor retain any cash value.

MSP Diesel Solutions maintains an *Open Core Report by Customer*, which shows all cores that a customer is eligible to return for credit. Customer may request its *Open Core Report* by email to [returns@mspdieselsolutions.com](mailto:returns@mspdieselsolutions.com) or by phone at 1-800-621-4942.



## Required Procedures for Core Returns

The following procedures must be used to assure that the core is eligible for return:

- 1) Customer must email MSP Diesel Solutions at [returns@mspdieselsolutions.com](mailto:returns@mspdieselsolutions.com) or call 1-800-621-4942 and identify the cores that that it would like to return. Customer is encouraged to email a completed *Core Eligibility Form* to speed up the process;
- 2) MSP Diesel Solutions will review the cores identified and return to you a Return Merchandise Authorization (“RMA”) that acknowledges that a core or cores are eligible for return;
- 3) Place the RMA and eligible cores in the original manufacturer’s box; and
- 4) Return eligible cores by shipping them to the original place of purchase:

MSP Diesel Solutions ATTN CORES 3250 Millbranch Rd. Memphis, TN 38116	MSP Diesel Solutions ATTN CORES 5570 Tulane Dr. SW Suite J Atlanta, GA 30336	MSP Diesel Solutions ATTN CORES 431 Enos Reed Dr. Nashville, TN 37210	MSP Diesel Solutions ATTN CORES 9331 S. Broadway St. St. Louis, MO 63125
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**TESTING ONLY** - Note that any pumps and/or injectors being shipped to MSP Diesel Solutions for testing are **not** governed by this Core Policy. Customer should ship products for testing to MSP Diesel Solutions, “ATTN SHOP,” 3288 Millbranch Rd., Memphis, TN 38116.

**WARRANTY OR PRODUCT RETURNS** – Note any warranty or product returns are **not** governed by this Core Policy. Customer should contact MSP Diesel Solutions about the applicable procedures to make a warranty claim or product return.

## Recommended Procedures for Core Returns

Customer should undertake its own precautions to assure that any core is acceptable for return. MSP Diesel Solutions provides the following recommended procedures as guidance but such recommendations provide no assurance that the returned core will be acceptable.

- 1) Maintain the original purchase invoice and other records evidencing the purchase of an eligible core;
- 2) Retain and safeguard the original packaging box of any products with an eligible core;
- 3) Use and maintain the purchased product with eligible core according to technical guidance and specifications provided by the manufacturer;



- 4) Drain and gently wipe oil, fluids, or other liquids and substances from the eligible core prior to return;
- 5) Replace any plugs or caps retained from the original packaging prior to return;
- 6) Wrap the eligible core in a plastic bag prior to return;
- 7) Place the eligible core in the original packaging box, if in good condition;
- 8) Please email or call us. We are here to help.

### **Ineligible, Unacceptable or Untimely Returned Cores**

Upon Customer's return of a core to MSP Diesel Solutions, we will inspect the core and determine whether it (A) matches the RMA or is otherwise eligible, (B) is acceptable, and (C) is returned during the Eligible Time Period. If the returned core is eligible, acceptable, and timely, MSP Diesel Solutions will issue the core credit as discussed above. If the returned core is ineligible, unacceptable, or untimely, MSP Diesel Solutions will notify the Customer of the returned core's condition and whether MSP Diesel Solutions would provide a partial core credit. Customer shall have five (5) business days to elect to have the core (i) returned to Customer at Customer's cost and expense, (ii) accepted by MSP Diesel Solutions for any partial core credit offered by MSP Diesel Solutions, or (iii) scrapped by MSP Diesel Solutions. If this election is not timely made, Customer is deemed to have elected, first, to have MSP Diesel Solutions accept the core for any partial core credit offered by MSP Diesel Solutions and, second, scrapped by MSP Diesel Solutions. Any value recovered from scrapping a core may be retained by MSP Diesel Solutions without any credit to Customer.

### **Good Faith and Fair Dealing Promise**

MSP Diesel Solutions values its customers and promises to exercise good faith and fair dealing with its customers related to this Core Policy. MSP Diesel Solutions reserves the right to make exceptions and changes to the Core Policy at its sole discretion or in aid of its customer relationships. A human-to-human conversation can resolve most issues and misunderstandings. We want to find a way to help your business. Please email or call us with any questions.

POLICY EFFECTIVE DATE: AUGUST 18, 2025  
SUBJECT TO AMENDMENT BY MSP DIESEL

SOLUTIONS