

## Oxbo Forage Division Parts Policies

**Effective: January 1,2026**

### Parts Orders:

- Parts orders are to be placed using the Online ordering system.
- Use the priority ordering system to relay critical orders:
- **Code Red:** Machine down, ship ASAP, Expedite fee is charged. Order will be shipped using the selected ship via on the order.
- **Code Blue:** Ships within 3 business days. Needed for an open customer order. No Fee
- **Stock:** Replenishment order, ship within 7 business days.
- Orders shipping via **Speedee** or **FedEx** must be placed before **1:00 pm CST**, all others will be shipped via **UPS**.
- For same day shipping on code red orders shipped via **UPS** The order must be placed by **2:00 pm CST**, **LTL** parts orders must be placed by **12:00 pm CST**.
- If shipping an order freight collect, customer must advise freight company account number on the parts order.
- **All parts shipments are F.O.B. Marshfield , WI.**

**Missing parts:** Must be claimed within 30 days of the invoice date.

### Returns:

- If a part is received in error, please contact your PSS.
- An annual return allowance of **3%** of the annual sales (whole goods and parts) for each dealer location will be allowed. 1% can be returned with no restocking fee, any additional returns will have a **15% restocking fee**. Return periods will be the months of January and July. Dealers are to submit their list of return parts to [Parts-forage@oxbo.com](mailto:Parts-forage@oxbo.com) once approved RMA number will be issued, and the parts can be shipped back with their corresponding paperwork.
- Return request outside of these designated return periods will be at the discretion on the Oxbo forage parts team.
- Items not returnable:
  - Rubber products.
  - Items with a list price of less than \$10.00.
  - Warranty items shipped at no charge for support of new or existing machines.
  - **Replaced by or obsoleted parts.**

<b>Code Red Expedite Fees</b>	
<b>LTL Shipment</b>	<b>\$50</b>
<b>Small Parcel Shipment</b>	<b>\$25</b>