

HDNABI North America Brake Industry Shipping Rack System Policy

HDNABI North America Brake Industry prides itself on reusable sources/ materials and being as ecofriendly as possible. Even down to our racks in which we ship our axels on. We are specifically in compliance with the TRUE Zero Waste Rating System guidelines.

Scope:

As part of such it is imperative that “Zero waste is a goal that is ethical, economical, efficient, and visionary, to guide people in changing their lifestyles and practices to emulate sustainable natural cycles, where all discarded materials are designed to become resources for others to use. Zero waste means designing and managing products and processes to systematically avoid and eliminate the volume and toxicity of waste and materials, conserve and recover all resources, and not burn or bury them. Implementing zero waste will eliminate all discharges to land, water or air that are a threat to planetary, human, animal or plant health.”

Effective as of **January 1, 2021**, HDNABI[®] has adopted these guidelines and will require the support and understanding all of customers and business partners.

How It Works:

The material in which the shipping racks are composed of are reusable and are built to withstand many uses versus a single use trip. An essential part of how we maintain being ecofriendly is by recycling our shipping racks after every use. In cooperation with that effort, we request that all axle racks are returned after receiving your shipment of Air Disc Brake assemblies.

- A) After receiving and storing Air Disc Brakes rack assemblies, customers will arrange return transportation, pre-paid to HDNABI, including a **“Material Return Authorization” form RGA-1110-Rev1**, along with proper shipment tracking for the returned racks.
- B) Upon return, our team will assess the returned racks and determine if they are in good standing for the next usage.
- C) Following the quality assessment, our team will log the rack onto a document showing the monthly number and volume by incoming shipping racks and outgoing shipping racks.



Single Layer Racking System view



Dual Layer Racking System view

**Returnable Rack Set
(Ref. # YS00003-900)**



Rack Accessory



Side Bracket / 4ea



Middle Bracket / 2ea

Return to Manufacturer & Credit Issue

HDNABI® will include a fee for the shipping racks charged as a separate line item on each invoice. Once the items have been returned, customers will be credited for the amount charged. HDNABI® will allot a return period for the shipping racks. Any time after that will result in a delay for returned credit for the items. The customer may schedule a shipment after the initial time frame. Once the delinquent items have been received, accounts payable will credit the prorated amount back to the customer.

Return Contact

For further assistance with the “Return to Manufacturer” portion of the process, please contact **Jay Jeon** jay.jeon@hdnabi.com, 470-375-8566 Ext. 601, for **Authorization Return Number**. If the proper paperwork has not been included or racks have been damaged during shipping, she will aid in gathering the forms and may walk customers through the correct channels to successfully return said items.

We appreciate your business and undaunting support with our strides in being environmentally friendly. Thank you.

North America Brake Industry

Shipping Department Customer Service

HDNABI® / Sangsin Technology America

Material Return Authorization Number Assigned By: Reference Form “RGA-1110-Rev1”.

Contact: Jay Jeon – jay.jeon@hdnabi.com 470-375-8569 Ext. 601

Racks to be returned pre-paid to:

HDNABI in C/O Sangsin Technology America

1559 GA Highway 155 S.

McDonough, GA 30253

Attn: Scott Choi, mechanic07@sangsin.com 470-569-5110

Material Return Authorization Form “RGA-1111-Rev2”

PURPOSE:

Use this form when scheduling a “Return of reusable metal shipping rails” which are used for inbound shipment of ADB axle systems for HDNABI. Each rail is marked with an HDNABI[®] logo to identify ownership. Two metal rails are considered one set, Ref. # **YS00003-900**.

Prior to return, please contact “**HDNABI[®] Customer Service**” for return authorization approval number. Please include this document with any return shipment.

DATE	
NAME of COMPANY	
NAME of CONTACT	
PHONE NUMBER	
E-MAIL	

RETURN AUTHORIZATION APPROVAL NUMBER	
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Returnable Rack	QTY (Number of Pieces)
Ref. # YS00003-900	
Side Bracket	
Middle Bracket	
Return Date	

HDNABI[®] Customer Service

Contact: Jay Jeon
 Contact Number: 470-875-8569 Ext. 601
 Contact e-mail: jay.jeon@hdnabi.com

RETURN ADDRESS / SHIP TO:

HDNABI in C/O Sangsin Technology America
 Attn.: Scott Choi
 Contact Number: 470-569-5110
 1559 Highway 155 S.
 McDonough, GA 30253

RETURN CREDIT:

Credit will be issued to the customer account for authorized returns. Return goods will be subject to inspection to verify the metal rails are usable condition to determine credit. Material that is damaged and considered non-usable may not be eligible for a return credit. Two metal rails equal one set.