

Spare Parts Policy

(Version October 2015)

Fast & Fluid Management B.V. understands that customers need their tinting and mixing equipment operating at peak performance. The critical part will be replaced quickly and efficiently when a breakdown occurs. This document outlines our policy on spare parts availability and presents our commitments to our customers.

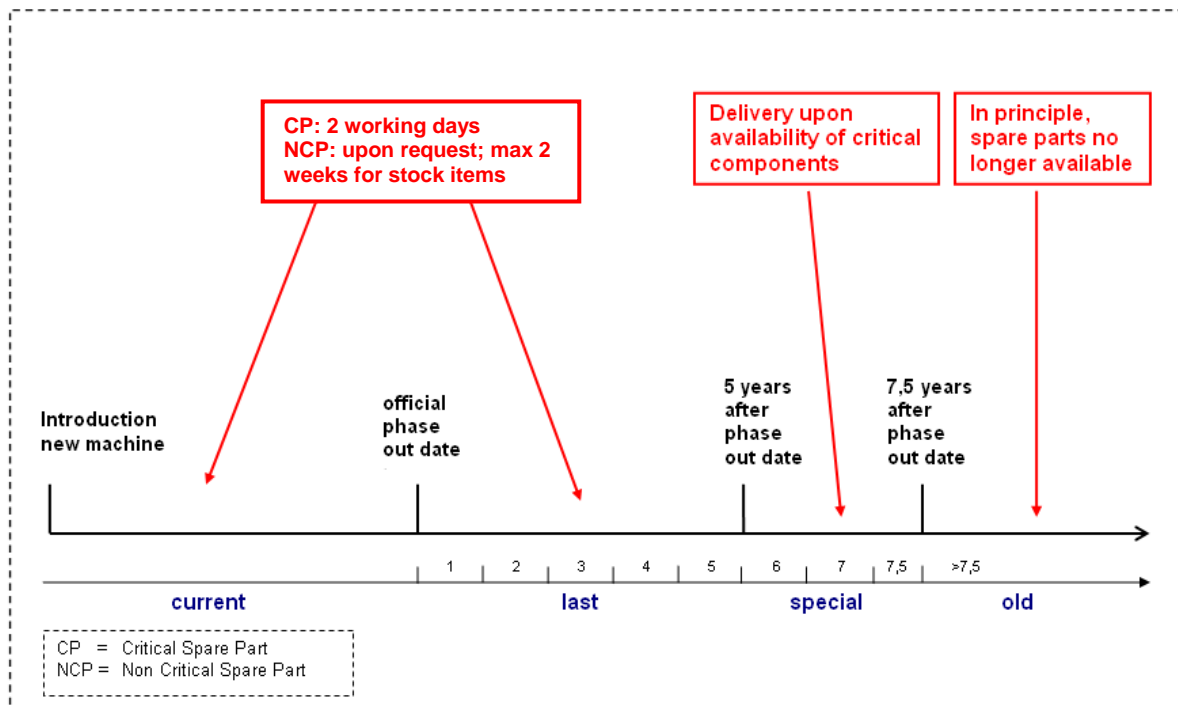
Commitment 1

Fast & Fluid Management B.V. will dispatch urgent customer orders for critical parts within 2 working days after ordering, providing they meet the conditions of a critical order. If the order is received before 10 A.M. CET they may even be ready for delivery by 4 P.M. CET the same day. Please refer to the conditions below.

Commitment 2

For all machines currently in production and for future developments, Fast & Fluid Management B.V. warrants delivery of spare parts now and up to 5 years after official phase out date. Please refer to the chart & conditions below.

Fast & Fluid Management B.V. commits to the following policy on spare parts availability :





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Conditions Critical and Non-Critical spare parts

All spare parts are divided into Critical Spare Parts (CP) and Non-Critical Spare Parts (NCP).

Critical Spare Parts (CP) are parts that are critical to the operation of the machine and in case of a defect result in (full) breakdown of the tinting equipment. All the other parts are categorized as **Non-Critical Spare Parts (NCP)**. Please refer to the recommended spare parts list for your particular machine. This list can be downloaded from our web site.

Conditions Critical and Non-Critical orders

Orders that meet the following conditions are considered to be critical orders:

- The order concerns critical spare parts
- The order contains single units, with a maximum of 3 line items for a single machine type
- The order is clearly marked 'urgent'

Critical orders will be dispatched within 2 working days after ordering. If they are submitted to Fast & Fluid Management B.V. the Netherlands **before** 10 A.M. (CET) they will even be ready for delivery at 4 PM (CET) the same day (FCA Sassenheim).

All other spare part orders will be categorized as Non-Critical orders. These spare parts will be delivered upon request; for regularly sold spare parts we strive for a lead time of maximum two weeks after order date. Lead times for big stock orders are upon request.

Applicable Equipment

The above mentioned conditions on spare parts and orders are applicable for all machines classified as "Current" and "Last".

These conditions do NOT apply to the machines classified as "Special". The supply of these spare parts depends on market availability and demand. Stock levels for critical and non-critical spare parts will be calculated based on sales history. Lead times and prices can vary upon order. Purchase of single pieces is not always possible and therefore minimum quantities may apply.

These conditions do NOT apply to the machines no longer in production and classified as "Old". Supply of spare parts solely applicable for machines classified as "Old" is in principle no longer supported, unless frequent selling or easy availability.

Information on the latest machine classification can be obtained from the customer service department.

General conditions to spare parts availability

All of the above is subject to the following conditions and any legal requirements of the European law.

- This policy is exclusively applicable for single units of registered spare parts.
- Fast & Fluid Management B.V. reserves the right to discontinue machine options at any time.
- The lead time indication is based on working days.
- The maximum lead time is calculated based on the order received date to ready for delivery date at Fast & Fluid Management B.V.
- Start date lead time based on complete orders, meaning that orders contain all necessary info for order entry, e.g. clear indication of invoicing and shipping address and article number.
- Fast & Fluid Management B.V. preserves the right to offer substitutes
- Minimum order value € 25,-
- The introduction of any version upgrade of equipment is considered to be the official phase out date of the previous version.
- The ongoing supply of some electronic components will be beyond Fast & Fluid Managements' reasonable control, and we will not be held liable in such circumstances.



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Driven by passion

