

WARRANTY PARTS RETURN SHIPPING INSTRUCTIONS

- The Warranty AFA Claim Number(s) must be indicated on the carrier's shipping document.
- All shipments must include a hard copy of the Warranty Claim Form (AFA).
- All warranty parts must be individually tagged with the AFA number, genuine P/N, Vehicle Identification Number (VIN), quantity and date.
- The outside of all boxes must have labels clearly indicating the final destination.
- All warranty parts must be kept at your location and consolidated into one shipment per week.
- All warranty parts must be safely packaged to avoid any transportation damages.

Routing Guidelines

| UNITED STATES OF AMERICA | CANADA |
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| SHIPPING ADDRESS | |
| Prevast Warranty TMAC 800 South Cartwright St, Goodlettsville, TN, 37072 1-866-870-2046 | Prevast Warranty TMAC 7655 Tranmere Drive, Mississauga, ON L5S 1L4 1-866-870-2046 |
| CARRIER FOR SHIPMENT UNDER 150 POUNDS | |
| UNITED STATES OF AMERICA | CANADA |
| FedEx (Ground) Contact us at 1-866-870-2046 to get the Third Party Billing account number 1-800-463-3339 www.fedex.com | Purolator (Ground) Third Party Billing on account 9250422 1-888-744-7123 www.purolator.com |
| You must have an account with the carrier to ship third party using our account number. Should you not have an account with the above carriers, please contact our Warranty Head Quarters at 1-866-870-2046 to obtain a return label or by e-mail at prevost.onlinewarranty@volvo.com . You must have the dimensions and the weight of the package, along with the AFA number. | |

| CARRIER FOR SHIPMENT BETWEEN 150 AND 10 000 POUNDS | | |
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| UNITED STATES OF AMERICA | CANADA | |
| YRC Freight Standard National LTL 1-800-610-6500 www.yrc.com | <u>QUÉBEC</u> Guilbault Transport Account number: 233924 1-800-258-7758 www.groupeguilbault.com | <u>ELSEWHERE IN CANADA</u> YRC Freight Standard Canada 1-877-330-3321 www.yrc.com |
| THIRD PARTY BILLING ADDRESS | | |
| Send freight bill and bill of lading to: Prevast Warranty c/o Williams and Associates 405 East 78th Street, Bloomington, MN, 55420, USA | | |

*For further information or assistance, please call our Warranty Head Quarters at 1-866-870-2046.

Non-compliance with these instructions will result in charge back of the freight charge in addition to administration fees of \$100