



6100 ATLANTIC BLVD. NORCROSS, GA. 30071  
PHONE: (678) 823-7777  
WWW.HCEAMERICAS.COM

## **Hyundai Construction Equipment Americas**

### **Terms & Conditions**

#### **United States**

**Effective: 1 July 2021 through 31 December 2021**

**Hyundai Construction Equipment Americas (hereafter HCEA) offers the 48hour guarantee Program (hereafter Program).** The program provides that a list of qualified Parts will be in stock and available at the time of request, and that qualified Parts not available at the Dealer will be made available within 48 hours, as a Machine Down UPS Next Day Air order, provided that the Program requirements have been satisfied.

**Program Eligible Machines.** A list of Program eligible Hyundai Construction Equipment models is available at [www.hceamericas.com/48-hour-parts-guarantee](http://www.hceamericas.com/48-hour-parts-guarantee)

**Dealer Participation.** All Dealers participate in program.

**Qualified Parts.** A list of qualified Parts for the Program is available at [www.hceamericas.com/48-hour-parts-guarantee/](http://www.hceamericas.com/48-hour-parts-guarantee/) Only qualified parts are eligible for the Program. If HCEA places a qualified Part on hold, the item will no longer be eligible until HCEA releases the hold.

**Program Eligibility.** Program is intend for, and only available to, the Owner/Lessor/End-User customer of an eligible Hyundai Construction Equipment model. Dealer owned rental fleet is excluded from Program.

#### **Program.**

**Qualified Part Availability.** Qualified Part not available at Dealer, or HCEA, within 48 hours to end-user will be shipped freight paid (does not include applicable taxes).

#### **Program Requirements.**

1. End-User must place an order for a qualified Part on Dealer.
2. If Dealer does not have qualified Part(s) in stock, a Backorder is placed on HCEA to fulfill remaining item(s) and ship UPS NDA to End-User destination.
3. Order placed on HCEA must be UPS Next Day Air (NDA) Machine Down (MD), paid by Dealer and to be invoiced on end-user.
4. Order placed on HCEA must not exceed package weight of 150 pounds and 110 inches cubed. Orders exceeding these weight and dimensions are excluded from Program. PO BOX and COD shipments are not accepted.
5. If item(s) are not available at either location, item(s) will ship freight paid (does not include applicable taxes).



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6. Quantity of Parts ordered on order must be of reasonable quantities, and be consistent with repair of a single model.
7. Cutoff time for UPS NDA MD order placed on HCEA is 3:00pm Eastern time.
8. 48 hour period initiates at time of receipt of order on HCEA during normal business hours Eastern time (Monday through Friday). Orders placed outside of these hours will be considered as eligible for the next business day.
9. Dealer will submit freight Claim within 1 week of the missed delivery.
10. Freight credit will be issued to Dealer after review of Claim.
11. End-users in Canada, Alaska, Hawaii are excluded from Program.

**Limitation of Liability.** Purpose of Program is to show HCEA and CE Dealers commitment to customer support. Freight credit issued to Dealer in accordance with terms and conditions listed in Program. Program does not provide other warranty, expressed or implied, related to qualified Parts listed. HCEA shall not be responsible for lost profit, downtime, and consequential damages. HCEA is not responsible for delays incurred by natural disaster, acts of God and/or civil unrest. Program terms and conditions detail HCEA's obligation to Program.

**Terms and Conditions.** HCEA will make all interpretations in regards to Program, eligible models, qualifying Parts and freight credit determination. HCEA reserves the right to modify, adjust, change, terminate Program at any time at its sole discretion. Participation in Program interpreted as agreeance to terms and conditions. Terms and conditions available at [www.hceamericas.com/48-hour-parts-guarantee](http://www.hceamericas.com/48-hour-parts-guarantee). Participation in Program interpreted as receiver of item(s) is a representative or agent of represented owner/ lessor of Hyundai Construction Equipment model listed and eligible to receive program benefits.