

Ruge's Parts Center



To Our Customers:

We are sending this letter to notify you of some changes that GM has mandated upon us in regard to our parts ordering system. In light of these changes, we are now enforcing our parts return policy effective as of August 1, 2006. Parts purchased after this date are subject to a no-exceptions, 60 (sixty) day return policy. All current packaging standards (i.e.: original container, no writing on box, undamaged, etc.) still apply to this return policy.

Nationally, GM is rolling out their new RIM (Retail Inventory Management) program. This demand-driven replenishment system is similar to those found at Home Depot, Sam's Club, and Saturn. As parts are sold to you, GM automatically reorders those parts to replenish our stock to the necessary quota level. Therefore, any part returned to us would be considered surplus to our inventory. We believe this new system will be beneficial to both of us by providing increased off the shelf availability and provide you with a broader range of parts you need.

As always we thank you for your business and appreciate your cooperation as we undergo this new system update. If you have any questions or concerns about this new program feel free to contact us at (800) 343-7843.

Sincerely,

**David Zitz
Parts Director**

**Robin Kyle
Assistant Manager**