

# Employee Purchasing Program (EPP) FAQs

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**Q. How do I get started with purchasing parts, accessories or branded merchandise through the EPP Program?**

A. You must first be approved by registering. You can register at [eparts.nissanusa.com](http://eparts.nissanusa.com). Once approved and registered, you can begin ordering parts at discounted prices. Orders placed before your registration is approved will be cancelled.

**Q. Do I have to register an account for Nissan and INFINITI to purchase parts?**

A. Yes, you will be required to register for both Nissan and INFINITI.

**Q. How long will it take to be approved?**

A. Approval takes between 1-3 business days. An email will be sent to each NNA employee or retiree whether or not they've been approved.

**Q. What prices do NNA employees and retirees pay?**

A. NNA employees and retirees enjoy Dealer Net pricing for all parts, accessories, and branded merchandise, after registration has been approved. Until your registration is approved, you will not be able to view the discounted pricing on the EPP websites.

**Q. Will Motorsports be able to provide the final cost of the part (tax plus shipping/handling)?**

A. Yes, Nissan Motorsports will provide you the final cost for the part number(s) provided.

**Q. Can I give the phone number/web address out to my friends/family if they need a part for their personal vehicle?**

A. No, Motorsports requires an Employee number and they will validate the information. This program is only open for Nissan/INFINITI employees and retirees.

**Q. Can I contact Nissan Motorsports for a parts catalog or with technical questions?**

A. Motorsports is unable to provide, confirm, or suggest part numbers for this program. You will need to utilize the Dealer Parts Information Center at 1-888-311-3857. This DPIC line is specifically for internal and employee orders. You will be asked to provide your employee number or LanID when you contact them.

**Q. If the part I receive is incorrect or I don't need it, can I return it?**

A. No. Absolutely NO RETURNS, REFUNDS, or EXCHANGES for this program. All sales

are final. It is the responsibility of the employee/retiree to order the correct part number(s).

**Q. Can I return a part that is defective or damaged?**

A. You will need to contact Nissan Motorsports at [Motorsports@Nissan-USA.com](mailto:Motorsports@Nissan-USA.com).

**Q. Can I pick up my order at HQ (Franklin, TN), Nissan Motorsports or at the PDC's?**

A. No, we only direct ship to employee/retiree residences.

**Q. Can I pay with my personal check, money order, or cashiers check?**

A. No. VISA , American Express, MasterCard, or Discover are the only approved methods of payment. The credit card payment information on the order must be in the employee/retiree's name or the order will be cancelled.

**Q. Can you ship to a P.O. Box?**

A. Shipments to P.O. Boxes are not available through this program. You will have to enter a physical address for your billing and shipping information. Orders entered with a P.O. Box address will be cancelled.

**Q. How will items be shipped and how long will it take to receive my parts, accessories, or branded merchandise?**

A. Most Items will be shipped FedEx ground and should arrive in 3 – 7 business days from the date of shipment. Items that are excessively over-sized/overweight will ship either Averitt or YRC. The carrier and tracking/PRO number(s) will be provided to you when your order is shipped and completed.

**Q. What if a part is not available or is on back-order?**

A. You will be notified via email that the part, accessory, or branded merchandise is not available and the part will be removed from your order. You may check availability by emailing the Motorsports office at [Motorsports@Nissan-USA.com](mailto:Motorsports@Nissan-USA.com). Motorsports will do their best to communicate availability.

**Q. Are retirees included in this program?**

A. Yes, this program includes NNA employees and retirees.

**Q. Do I have to have my employee ID number in order to order?**

A. You will need your employee ID number to first register for the program. Once approved to participate, you can order parts, accessories, or branded merchandise without using your employee number.

**Q. What taxes do I pay?**

A. You will pay taxes based on the state you live in. Taxes are calculated based on your billing/shipping zip code.

**Q. How is shipping and handling calculated?**

A. For purchases totaling from \$20 to \$499.99, shipping and handling charges are calculated at 10% of the total purchase price, plus tax if applicable. For purchases totaling less than \$20, shipping and handling charges will be a flat \$2.00, plus tax if applicable. Excessively over-sized and overweight shipments may incur additional shipping charges.

**Q. Am I able to resell any parts, accessories, or branded merchandise purchased through the EPP Program?**

A. The resale of purchased parts, accessories, or branded merchandise is strictly prohibited. Non-compliance will result in immediate EPP Program ineligibility and may result in disciplinary action up to and including termination.

**Q. Who do I contact with any questions regarding the EPP order status, invoicing, or issues with the website?**

A. Contact Nissan Motorsports at [Motorsports@Nissan-USA.com](mailto:Motorsports@Nissan-USA.com).

**Q. Am I able to purchase parts that are on a direct ship program?**

A. No, any parts that are on the direct ship program cannot be ordered. For example: tires, chemicals, batteries, speedometers, odometers, instrument clusters, touch-up paint, car covers, and nose masks are all part of a direct ship program. You can purchase service parts and accessories that are stocked at the PDCs.

**Q. What if a part number has a service file?**

A. Part numbers with service files will be cancelled from the order. You will have to contact the DPIC at 888-311-3857 to find out what part number you will need to order. Once the part number(s) are confirmed, you may log back into the website and place your order.

**Q. Are core exchanges/charges included in this program?**

A. No, core exchanges/charges are not accepted in the EPP. If you wish to receive a core exchange/charge, you will need to contact your local Nissan dealer or INFINITI Retailer. The core credit will be removed from your order, and your order total will be adjusted. You will receive an email with the updated total after the core charge adjustment has been made.

**Q. Does the purchase price include installation?**

A. The cost to install purchased parts or accessories is the responsibility of the eligible

participant. Nissan dealers and INFINITI Retailers are not required to install parts or accessories purchased under this program. Installation agreements between eligible participants and Nissan dealers or INFINITI Retailers are separate from this policy.

**Q. Can I purchase parts for a company-owned vehicle?**

A. Parts, accessories or branded merchandise that do not alter the original configuration, design or condition of the vehicle may be purchased at the eligible participant's own expense for use on a company-owned vehicle. If an employee has purchased a part, accessory (e.g., bike rack, floor mats, etc.) or branded merchandise for a company-owned vehicle, NNA is not responsible for the part, accessory or branded merchandise during or after the life-cycle of the vehicle. Vehicle repair costs associated with any part, accessory or branded merchandise purchased under this program for use on a company-owned vehicle is the responsibility of the employee. Refer to policy C-109 for rules related to company-owned vehicles.

**Q. Will I be required to provide proof of ownership of the vehicle I am purchasing parts, accessories, or branded merchandise for?**

A. Eligible participants are responsible to maintain evidence of vehicle ownership or lease at the time of request and, if required, submit such proof during the purchase process. Large orders (i.e., greater than \$1,000) may require management approval and proof of ownership to ensure the parts, accessories, or branded merchandise are ordered for a vehicle owned and operated by the eligible participant or immediate family member.

**Q. Can I purchase parts for my friends or family?**

A. You may purchase parts for immediate family members. The order **MUST** be placed by an approved employee/retiree. The payment and the shipping/billing information **MUST** be in compliance with the rules and policy of the EPP, and must be in the employee/retirees name.

**Q. Can I gift purchased parts, accessories, or branded merchandise through this program?**

A. Gifting of purchased parts, accessories, or branded merchandise is strictly prohibited, with the exception of immediate family members. Non-compliance will result in immediate EPP Program ineligibility and may result in disciplinary action up to and including termination.

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