

PARTS RETURN POLICY

RETURNABLE PARTS MAY BE RETURNED FOR FULL OR PARTIAL CREDIT SUBJECT TO THE FOLLOWING CRITERIA

- Item is in new saleable condition – returned in original packaging
- Returnable to supplier
- Not canceled or replaced
- A minimum of \$30.00 per unit value
- Each returned part must be in the original packaging and must meet the manufacturer's restocking requirements. Each part return must also be accompanied by the appropriate invoice or packing slip.

RESTOCKING FEES:

- Stock parts returned within 30 calendar days of purchase = No handling charge
- Stock parts returned between 30 – 90 calendar days of purchase = 15% handling charge
- Non-stocked parts returned within 0 – 30 calendar days = 15% handling charge (minimum extended value no less than \$40.00)
- Non-stocked parts returned within 31 – 90 calendar days = 20% handling charge (minimum extended value no less than \$40.00)
- Non-stocked parts factory non-returnable are not eligible for return.
- Bulk returns will be negotiated at the time the request is submitted.
- Any item returned due to a Quinn error will be handled at full credit to the customer, if returned promptly with an explanation.

THE FOLLOWING PARTS ARE NOT RETURNABLE:

- Items identified by a “*” in the column N/R on the original document
- Non-Stocked parts with an extended value of less than \$40.00
- Used or installed items
- Electrical & Electronic components
- Gaskets – Gasket kits must be in original unopened/sealed packaging
- Seals not in original sealed packaging
- Hydraulic Hose Assemblies
- Items cut to length
- Tools and Shop supplies are non-returnable
- Literature items are non-returnable
- Made as Order (MAO) items are non-returnable
- Consumable Products (including but not limited to: Oil, Antifreeze, and Inhibitors) are non-returnable.
- Filters exceeding their expiration date
- Filters with their sealed packaging compromised Parts not purchased through Quinn Co. – no sales history by account number

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