

# 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.
- For core credit consideration, cores must be returned in original box within 30 days

### **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

