Parts Return Policy

ValuePart, Inc. (VPI) will accept standard returns of undercarriage and repair parts according to the terms and conditions described below:

- Customer must contact their ValuePart location and request a “Return Goods Authorization” (RGA) or e-mail rga@valuepart.com
- All returned parts must have been purchased from ValuePart, Inc.
- All parts must be in saleable condition as determined by the receiving VPI warehouse.
- Parts that were provided packaged must be returned in their original package.
- The return is to include a copy of the ValuePart invoice with the RGA number noted and the RGA number must be clearly shown on the return shipment.
- Standard returns must be authorized within 30 days of receipt and must be received at the VPI designated warehouse no later than 45 days from invoice date.
- Parts returned from a prepaid freight shipment will be credited less prepaid freight costs of original order.
- “MTO” Made to Order track groups returned may be subject to a disassembly fee. Your ValuePart CSR will advise if fee’s apply. If applicable, hardware (bolts and nuts) will not be credited.

Non-returnable items: Cylinder packing and gasket kits. Special orders of non-stocked items.

Types of Parts Eligible for Standard Returns:

- **Parts Shipped in Error**
  Full credit, including freight charges where applicable, will be issued for parts shipped in error. These parts are to be returned freight collect within 30 days of their receipt. The dealer must return these parts to the designated VPI warehouse.

- **Parts Ordered in Error**
  Full credit, excluding freight charges, will be issued for parts ordered in error when returned within 30 days of their receipt. The dealer must return these parts prepaid to the designated VPI warehouse. Parts returned after 30 days with approval are subject to a 20% restocking fee.

- **Other Returns**
  Returns older than 30 days require additional authorization from ValuePart management & may or may not be eligible for return. A restocking fee of 20% or greater may be applicable. Freight must be prepaid and an offsetting order must be placed.