



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.