

KanEquip Inc.

Parts Return Policy

Effective 4/1/2019

KanEquip understands our customers sometimes need to return unneeded or surplus parts, but the handling and potential obsolescence of these parts is an added expense for KanEquip. The following policies are intended to accommodate our customers and protect our costs of doing business.

**Returned parts must be clean and in original packaging.
Any freight and/or special order charges are non-refundable.**

Non-returnable parts include, but are not limited to the following:

- Parts not purchased from KanEquip, Inc.
- Parts not in saleable condition or not in original packaging
- Hydraulic tubes, if the protective covers have been removed
- Rusty or damaged items
- Installed / removed parts (mounted or removed from a machine or engine)
- Opened kits (even if complete)
- Electrical items
- Unidentified parts
- Replaced, Non-Current, or Discontinued Parts
- Cut hose and made-to-order hose assemblies
- Manuals, Batteries, Chemicals, and O-Rings
- Special ordered parts not in package quantities (opened – missing items)

New parts, returned in new saleable condition and accompanied by the original invoice, may be subject to the following re-stock charges:

Stocked Part:

- 0-20 Days = No Return Fee
- 20-60 Days = 20% Fee
- 60+ Days = 50% Minimum Fee AND approved by Parts Manager

Non-Stocked Part: (Must be returnable to vendor and approved by Parts Mgr.)

- 0-20 Days = 20% Fee
- 20+ Days = 50% Fee

Credits for parts paid by credit card will be credited to that credit card. Credits for parts paid with a check will be refunded by check. Credits for parts paid with cash will be refunded by cash if less than \$20, or a check if over \$20.

Matters not addressed by the above policies will be determined at the sole discretion of the KanEquip Parts Program Manager