

# PARTS RETURN POLICY\*

## PARTS RETURN CRITERIA

### All part returns must be:

- New and in saleable condition
- Accompanied by original proof of purchase and subject to inspection by WBM
- In original packaging
- A WBM stocked part
- A minimum \$20 per unit value
- Returned **no later than 90 calendar days** from original purchase date

## NON-REFUNDABLE ITEMS

### The following parts are non-returnable in any circumstance:

- Electrical parts
- Hydraulic hoses
- Seals
- O-rings
- Gaskets
- Non-stocking parts
- Special order parts
- Made-to-order parts

## RE-STOCKING FEES

- Returns **within 15 days** of purchase date: No restocking fee
- Returns **after 15 days and up to 90 days:** 30% restocking fee
- Returns **beyond 90 days** will not be accepted

## ADDITIONAL INFORMATION

- All credits will be processed at original purchase price
- Any freight costs associated with parts returns are the responsibility of the returning party
- Maximum annual parts return threshold is limited to 5% of total annual purchases
- All parts returns exceeding \$1,000 extended value requires General Manager approval

## REIMBURSEMENT METHOD

- Purchases made on account will be credited to same
- Credit or Debit card purchases will be refunded to same card used for purchase
- Cash purchases will be refunded by cheque

*\*WBM reserves the right to update and/or change this parts policy at any time.*