# PARTS RETURN POLICY

## WE WILL GLADLY ACCEPT PARTS FOR RETURN THAT MEET THE FOLLOWING CONDITIONS:

1. All returned parts must be accompanied by proof of purchase from Stowers.
2. Parts not purchased from Stowers may be considered on a negotiated basis.
3. All parts returned must be in new/salable condition in the original sealed packaging.
4. Parts that have been installed will not be accepted.
5. Shipping cost are non-refundable.

## STOCKED PARTS

- 100% credit if returned within 15 days of purchase
- 90% credit if returned more than 15 days after purchase

## NON-STOCKED PARTS - RETURNABLE TO CAT® - OVER $60 NET

- 75% credit if returned within 30 days of purchase
- No credit if returned more than 30 days after purchase

## NON-RETURNABLE PARTS

- Parts that are not returnable to Caterpillar®, Non-stock parts under $60, and Non-stock O-rings, gaskets, and seals
- Hydraulic hose and metal lines with protective end caps removed
- Electrical items that have been installed
- Chemical compounds
- Any specially sealed parts that have been opened or items that are rusted or damaged
- Any material cut-to-order or "Made-as-ordered" (MAO) items
- Tooling and Parts and Technical Literature

## ORDERS PLACED VIA PARTS.CAT.COM OR OTHER ECOMMERCE PLATFORMS

- Initiation of a parts return request must be made by contacting a Stowers Cat location via phone, email, or in-person
- Parts must be returned to a Stowers Cat location within thirty (30) days of purchase, as documented by the electronic system from which the parts were ordered. Returned parts must be accompanied by proof of purchase
- Any shipping charges incurred will not be refunded.
- Handling charges may apply.
- Upon receipt, inspection, and acceptance of returned parts, credits are typically issued within 48–72 business hours.

## NON-CAT AND NON-GENUINE CATERPILLAR PARTS

- Parts accepted pending vendor return approval.
- Credit will be same as credit we receive from vendor, less freight and handling.

LET'S DO THE WORK.™

STOWERS CAT