

# STOWERS 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 costs are non-refundable.

### STOCKED PARTS

- 100% credit 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

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

### 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

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