



COLUMBIA



TOMBERLIN

Columbia Parts Return Policy

February 1, 2022

Parts and Accessories Return Policy

In an effort to effectively manage parts returns while continuing to offer our customers inventory investment protection, we have implemented the following parts return policies:

Parts Return Eligibility

To qualify for **any type** of credit, a part must:

- Be current
 - Not substituted to another part number, obsolete or “No Longer Available”
- Be in the original carton
 - No damage or modifications done
- Be in new and saleable condition
 - Parts condition is at the sole discretion of Columbia
- Have been purchased from Columbia during the previous 24 months

Please provide the part number(s) and original invoice number(s) for all parts when requesting a return authorization number (RMA) from Columbia’s Customer Success Team.

Regular Parts Returns

All parts returned to Columbia will be subject to a 20% restocking fee.

Exceptions to this restocking fee include:

- Physical pulling errors made in our warehouse while processing an order
- Incorrect listing in our online Parts Catalogs

The following items are NOT returnable:

- Special order / custom parts
- Parts with a retail value under \$5.00
- Rubber parts including, but not limited to, belts and seals
- Painted body parts



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Annual Parts Returns

(Only available to accounts that purchased an initial part stocking order of \$3,000 or greater.)

Parts returned during the months of December thru February with the package clearly marked (Annual Parts Return) will NOT be subject to a restocking fee provided that:

- Prior approval for the return has been granted via a Columbia-generated RMA
- A 1-for-1 (in dollar value) offsetting order accompanies the return
- Sufficient Columbia parts are continually stocked for the account to be considered a Columbia Parts Stocking Account

The following items are NOT returnable:

- o Special order / custom parts
- o Parts with a retail value under \$5.00
- o Rubber parts including, but not limited to, belts and seals
- o Painted body parts

Parts Pricing and Availability

We recognize the importance of offering parts pricing and availability for our customers when requested. We have provided, and will continue to provide, this service at no charge to our customers. However, due to the complex nature of performing this service, we assume no responsibility for any errors made as a direct result of our efforts. With that in mind, all parts returned as a result of parts price and availability errors based on the information Columbia provides will be at the customer's expense and will be subject to a restocking fee as outlined above.