



COLUMBIA



TOMBERLIN



PARCAR



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# Columbia Parts Return Policy

## Parts and Accessories Return Policy

In an effort to effectively manage parts returns while continuing to offer our valued 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 or obsolete/NLA)
- Be in the original carton (no damage or modifications done)
- Be in new and saleable condition
- Have been purchased from Columbia during the previous 24 months

**Please provide the part number and original invoice number of the items you wish to return**

## Daily Parts Returns

All parts returned to us will be subject to a 25% restocking fee; 15% restocking fee for Elite Dealers.

The exceptions to this policy are:

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

### **Please note the following;**

- Special order parts are not returnable
- Parts with a retail value under \$5.00 are not returnable
- Rubber parts including, but not limited to, belts and seals are not returnable
- Prior approval for returns must be granted via a Columbia generated R.A.N. (Return Authorization Number)



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## Annual Parts Returns (THIS IS FOR PARTS STOCKING DEALERS\* ONLY)

Parts returned during the months of December thru February with the package clearly marked (Annual Parts Return) will NOT be subject to a 25% or 15% restocking fee provided that:

- **Prior approval for the return has been granted via a Columbia generated R.A.N.**
- **A 2-for-1 offsetting order accompanies the return**
- **Sufficient Columbia parts are stocked for Dealer to be considered a Columbia Parts Dealer**

### Please note the following:

- Special order parts are not returnable
- Parts with a retail value under \$5.00 are not returnable
- Rubber parts including, but not limited to, belts and seals are not returnable

## Call Tags

Call tags will be issued free of charge ONLY for returns made due to:

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

As a courtesy to our customers, we will make call tags available to our dealers for a flat fee of \$18.00 for all other circumstances within the contiguous United States.

The \$18.00 charge will be deducted from the credit, along with the applicable re-stocking fee.

## Parts Lookup

We recognize the importance of offering parts look-up for our Industrial/Commercial Dealers when requested. We have, and will continue to, provide this service at no charge to our Dealers. Due to the complex nature of performing this service, we can 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 look-up errors will be at the customer's expense (i.e., call tags issued will be subject to the \$18.00 charge outlined above). Additionally, all parts returned will be subject to a 25% or 15% restocking fee as outlined above.

**\* A PARTS STOCKING DEALER must maintain a Columbia parts inventory of \$5,000.00 or more per location.**

This Parts and Accessories Policy is subject to change without notice.