



TERMS & CONDITIONS

Notice

Possession of this catalogue or price list does not constitute classification as a dealer or distributor. PartsWerx Distribution sells WHOLESALE only, and only to approved dealers or distributors.

Terms of Sale

Freight F.O.B. PartsWerx.

All sales will be Cash in Advance unless other terms previously structured.

Past due accounts will not have credit terms. NSF cheques charge is \$50.00.

Overdue accounts are subject to an interest charges of 2% per month.

Prices, quotations and pricing agreements are subject to change without notice.

All invoices are subject to verification audit. Appropriate debits & credits will be applied.

All goods shall remain the property of PartsWerx until paid for in full.

Taxes

All applicable taxes are to be added to the invoice and paid by the purchaser.

If tax exempt, a valid tax exemption certificate must be on file prior to shipping.

Ordering

When possible, please enter the order directly into our online system: www.partswerxonline.com

We reserve the right to hold telephone or verbal orders till written notification is received.

Order confirmations are emailed to the address specified during the check out process.

It is the customer's responsibility to ensure the order confirmation is free from any errors.

No monetary considerations will be given for errors not reported to PartsWerx prior to the delivery of your order.

Delivery

All goods shall be deemed to be shipped and/or delivered to the purchaser at the time they

are placed in the hands of the carrier. All responsibility for loss or damage is therefore assumed by the purchaser.

PartsWerx shall not be liable for any delay in shipment or delivery of goods once placed in the hands of the carrier.

Any damage must be noted on the Carrier's Bill of Lading otherwise no claim can be enforced against the carrier.

Claims must be made to the carrier within 24 hours.

If concealed loss or damage is discovered, you must notify PartsWerx within seven (7) days of the shipment.

It is important that you do not discard the shipping carton or container.

Non-Stock

Non-stock items will be purchased on your behalf by PartsWerx but are not regularly inventoried.

Non-stock items are subject to 40% restocking fees and may not be cancelable.

Warranty

All products are covered by the Manufacturer's warranties and subject to their terms.

There are no other warranties, either expressed or implied by PartsWerx Distribution.

Claims

All claims must be made within seven (7) days after receipt of merchandise.

Claims not made within this time frame will not be eligible for a claim.

Returns

All returns are subject to our written approval and must be accompanied by a "Return Material

Authorization" form issued by us prior to returning the material. Unauthorized returns will

NOT be accepted. Freight charges will apply. Products authorized to be returned for credit are subject

to a minimum 18% restocking fee and must have been purchased in the last 12 months.

Cancellations

All order cancellations must be sent to PartsWerx Distribution in writing at least one day prior to the

expected ship date. Same day considered on a case by case basis. Non-stock items may not be cancellable.

Product Disclaimer

The information contained here within is made available at the time of publication.

Note

Please note some items are F.O.B. The manufacturer may require an additional freight charge.

PartsWerx Distribution reserves the right to make changes at any time, without prior notice.

**These conditions supersede all other's previously published or quoted.
Specifications are subject to change without notice.**



RMA RETURNS PROCESS

Returns

All returns are subject to our written approval and must be accompanied by a "Return Material Authorization" form issued by us prior to returning the material. Unauthorized returns will NOT be accepted. Freight charges will apply. Products authorized to be returned for credit are subject to a minimum 18% restocking fee and must have been purchased in the last 12 months.

Inquiries regarding RMA and RETURNS process can be sent to info@partswerx.com

Types of Returns

Missing Product: Please notify customer service right away regarding missing product.

Provide the product # of missing product and expected quantity. Our customer service team will ensure you receive the product you're expecting and generate an RMA # to ensure coverage.

Damaged Product: Must sign damaged with carrier. Email our customer service with specific details.

Our team will need the CWO#, PART #, clear photos of the damaged product and a brief description must be included.

An RMA # will be generated for your records and an email will be sent with instructions on what to do next.

Return of Product - Over shipment, unexpected product or product no longer needed:

Notify our sales team right away. Send an email description with PART # and PHOTOS of the product or unopened boxes.

An RMA # will be generated and arrangements for the return will be made.

Credits will be processed upon the return of product.

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ALL RETURNED PRODUCTS MUST BE LABELLED WITH RMA # and CUSTOMER NAME

Credits will not be processed until product is returned. Allow up to 72 hours for RMA process to be complete.

Returns with no RMA # assigned will not be accepted and are subject to approval.

Please follow RMA instructions from our customer service team to ensure fast and accurate outcomes.

Returns must be addressed within one year of purchase date unless product is guaranteed under warranty.

Special Orders

ANY SPECIAL OR CUSTOM ORDERS ARE NON RETURNABLE AND CANNOT BE CANCELLED