

PARTSWERX DISTRIBUTION



SCAN ME

RETURNS & WARRANTY POLICY

1-866-448-9379

PAPER OR DIGITAL FORMS AVAILABLE ON THE INFORMATION TAB

GENERAL INFO

Thank-You for shopping with Partswerx. All returns are subject to our written approval and must be accompanied by a 'Return Material Authorization' Form. Any returns that are unauthorized will NOT be accepted. Freight charges may apply. Returns are only applicable on products purchased over the last 12 months, However if this is a missing/damaged box/product from transit- this needs to be reported within 7 Days of receiving the product. Products authorized to be returned for credit are subject to a 18% restocking fee. Please scan this QR code with your Mobile Phone Camera to start the RMA form. A link will appear at the top of your screen that can be clicked and will take you to our online form submission page. A paper copy can also be found on the information tab. If you need help please contact a customer service representative.

MISSING PRODUCT

Please notify customer service right away regarding missing product. Missing product must be reported within 7 days of the delivery date, (usually between 8-9 days after it leaves our warehouse). Provide the product # of the missing product and the expected quantity. Our customer service team will ensure you receive the product you were expecting.

DAMAGED PRODUCT

IF the box is damaged then you MUST sign damaged with carrier. If the product itself is damaged but the box is fine, you will not be penalized for not signing damaged with carrier. Submit a clear picture with specific details pertaining to the damage. Our team will need the CWO #, Part #, clear photos of the damaged product and a brief description. An RMA# will be generated for your records and an email will be sent with instructions on what to do next.

Products that were received damaged MUST be reported within 7 business days.

RETURN OF SHIPMENT

If you received unexpected product or product that is no longer needed, or you received over shipment of said product: 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 for you and arrangements for the return will be made. Credits will be processed upon return of the product.

IMPORTANT NOTES

All returned product must be labelled with an 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. Credits are applied to your Partswerx account- if you wish to receive the credit on your credit card you must specify this to a Customer service representative. **Any special or custom orders are non-returnable and cannot be cancelled.**