



CUSTOMER PARTS RETURN POLICY

1. All parts returns must be initiated with NC Parts Department by either phone or email.
2. All parts must be returned in original packaging.
3. All parts returns must have original purchase packing slip and/or invoice and are subject to inspection.
4. All parts must be in a condition that is considered new, current and can be resold.
5. Any non-returnable parts will result in no credit.
6. Parts must be returned within 30 days of purchase and will be subject to a restocking fee.
7. No part will be accepted for credit unless it exceeds \$20 per part.
8. All returns over \$2500 require authorization by Parts Coordinator and/or Supervisor.
9. All credits will be processed at original purchase price.
10. No credit will be given on freight or any other handling charges.
11. Every effort will be made to process credits in a timely manner. If on account, then the account will be credited directly. If on a credit card, the card used for the purchase must be used for the credit.
12. Returns will not be accepted on the following:
 - Seal kits, O-rings, gaskets, etc.
 - Electrical – switches, harnesses, etc.
 - ECMs, I/O cards, H1 controllers
 - Special order items
 - Hydraulic hose