



LET'S GET
TO WORK.™

PARTS RETURN POLICY

To serve the best interests of all our customers, Carter Machinery Company, Inc. (Carter) offers a Parts Return Policy subject to the following conditions:

- I. **Current Parts Furnished From Carter Stock**
 - a. Parts returned within thirty (30) days will receive credit at full purchase price.
 - b. Returned after thirty (30) days will be assessed a 10% restocking charge.
 - c. Proof-of-purchase is customer's responsibility.
- II. **Non-Stock Parts**
 - a. Parts considered non-stock at time of purchase will be assessed a 20% restocking charge.
 - b. Other vendor parts will be accepted for return only if our supplier will accept return from Carter. Credit will be issued equal to the amount we receive from our supplier, less any freight charges incurred.
 - c. Proof-of-purchase is customer's responsibility.
- III. **Non-Returnable Parts**

The following items will not be accepted for return:

 - a. Non-stock parts labeled non-returnable as indicated by an asterisk (*) on parts shipping orders with an extended value under \$45.00. Only non-stock parts labeled as non-returnable with an extended value greater than \$45.00 will be accepted per the above guideline (II. Non-Stock Parts) if returned within thirty (30) days of purchase. After thirty (30) days, these items will not be accepted for return.
 - b. Parts showing signs of having been installed on or removed from equipment.
 - c. Parts with finished surfaces which are rusty or show signs of deterioration in quality.
 - d. Sealed parts kits which have been opened.
 - e. Material cut to order, such as radiator hose, copper tubing, weather stripping, battery cable, etc.
 - f. Tubes/hose assemblies which are missing protective end caps or socks on each end.
 - g. Parts purchased in package quantity will not be accepted for return of less than package quantity.
- IV. **Cat® Remanufactured / Carter Exchange Cores**
 - a. **Allowed Credit:** The amount of credit ("Allowed Credit") shall be determined in accordance with the standards set forth in the Caterpillar Core Acceptance Guide and Carter Exchange Pricing Guide.
 - b. **Time Limit:** The customer will receive (I) 100% of the Allowed Credit for cores returned within thirty (30) days following purchase of the replacement unit, (II) 90% of the Allowed Credit for cores returned within ninety (90) days following purchase of the replacement unit, and (III) and 0% credit for cores returned after ninety (90) days after the purchase of the replacement unit.

c. Truck and Marine Engine Dealers:

- i. **Inventory Order Cores:** For remanufactured items purchased as dealer inventory, the dealer will receive (I) 100% of the Allowed Credit for new or used cores returned within 12 months of the remanufactured item purchase date, or (II) 0% credit for new or used cores returned after 12 months of the remanufactured item purchase date.
- ii. **Emergency Order Cores:** For remanufactured items purchased as non-inventory (emergency or warranty), the dealer will receive (I) 100% of the Allowed Credit for used cores returned within thirty (30) days of the remanufactured item purchase date, (II) 90% of the Allowed Credit for used cores returned within ninety (90) days of the remanufactured item purchase date, or (III) 0% credit for used cores returned later than ninety (90) days from the remanufactured item purchase date.

V. Online Orders

In addition to policies contained here within, the following stipulations apply to orders placed via all eCommerce platforms provided by Carter.

- a. Initiation of a parts return request must be made by contacting a Carter location via phone, email, or in-person.
- b. Parts must be returned to a Carter location within thirty (30) days of purchase, as documented by the electronic system from which the parts were ordered.
- c. If shipping charges were incurred for the parts being returned, these charges will be refunded as part of the total credit.
- d. Upon receipt and acceptance of returned parts, credits shall be issued within 48 hours.

VI. Exceptions To These Rules

- a. Parts returned to a Carter facility without a proof-of-purchase and those returned after six (6) months from the date of purchase, at our opinion, may be accepted for credit. In such cases, the amount of credit to be allowed shall be determined by us.
- b. Returned parts found unacceptable will be held for a period not exceeding thirty (30) days to allow time for purchaser to advise disposition. In the absence of written notice advising disposition within the thirty (30) day period, we shall assume all rejected parts are to be discarded; and we shall accept no further responsibility for them.

This Parts Return Policy is a customer service. Carter Machinery reserves the right to cancel all or any portion of this policy without prior notice and to reject any parts returned to Carter Machinery. This supersedes and nullifies all previous Parts Return Policies in effect at Carter Machinery Company, Inc.

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