

# CUSTOMER RETURN POLICY

1. All parts must be returned in **original packaging**.
2. All parts must be accompanied by **original purchase documentation** and are subject to inspection.
3. All parts must be in a condition that can be classed as new, current and returnable to Finning, as indicated with 'R' on the delivery note. Any non-returnable part would result in no credit.
4. All parts returns must be initiated through our Customer Portal powered by CUBIQ or direct engagement with Finning personnel via phone or at a physical branch.
5. No part will be accepted for credit unless the extended value exceeds \$20.00 (per part).
6. All parts returned after 30 days are subject to restocking fee(s). There are no restocking fees for returnable parts returned within 30 days. Restocking fees are as follows:

TIME FRAME	RESTOCKING FEES
0-30 days	0%
31-90 days	10%
91-180 days	50%
181+ days	100%

7. All returns over \$5,000 extended value require authorization by Branch Manager and/or Parts Manager.
8. All credits to the customer will be processed at the original purchase price (and applicable tax). No credit will be given for any Shipping, Handling, or expediting charges. No credit will be provided under any circumstances:
  - a) unless the extended value exceeds \$20.00 (per Part);
  - b) for Caterpillar or Non-Caterpillar Parts that are Non-Returnable & Non-Stock, as indicated on the delivery note;
  - c) with respect to installed electrical or mechanical components for testing where oil has passed through them; and
  - d) for the following items:
    - All Parts with returnable indicator "N" or "X" on the delivery note;
    - Electronic Control Modules (ECMs);
    - Kits which are not sealed; and
    - All Made-As-Ordered Parts. on page 1
9. All credits will be processed in a timely manner and refunded via the original purchasing payment method. If purchased on account, then the account will be credited directly. Please allow up to 14 business days for the refund to be processed. Based on volumes and/or unforeseen circumstances these expected times may be extended.



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