

CUSTOMER PARTS 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 the manufacturer, as indicated with '**R**' on the delivery note. Any non-returnable part would result in no credit.
- 4 No part will be accepted for credit unless the extended value exceeds **\$20.00 (per part)**.
- 5 All parts returned **after 30 days** are subject to 10% restocking fee. No restocking fee for "returnable" parts returned within 30 days.
- 6 All credits will be processed at **original purchase price**.
- 7 All returns **over \$5,000** extended value require authorization by Branch Manager and/or Parts Manager.
- 8 Returns **older than 6 months** will be at the Parts Supply Chain Manager's discretion and handled as a "Surplus Return." Your Parts Salesperson can give you more information. Maximum parts returns threshold is limited to 3% of total annual purchases in alignment with CAT policy.

FINNING CANADA WILL NOT ACCEPT THE FOLLOWING ITEMS AS RETURN FOR CREDIT:

- All parts with returnable indicator '**N**' on delivery note
- Electronic Control Modules (ECMs)
- Filters
- Gaskets
- Seals
- Lubricants
- O-rings
- Bulbs
- Hoses
- Chemicals
- Fluids
- Wiring
- Harnesses
- Decals/Films
- Kits which are not sealed
- All Made-As-Ordered parts

This policy is subject to change at any time. See your Finning parts representative for updated information.

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