

# FOX APPLIANCE PARTS OF AUGUSTA RETURN POLICY

## NEW PARTS RETURN

1. All returns are subject to a minimum 20% restocking fee.

Normal stocking items will not be charged a restocking fee if criteria listed below (items 4-8) are met. Normal stocking items do not need prior approval for return.

2. All nonstock/special ordered parts must have prior approval before being returned.

Most of our suppliers do not allow returns. Therefore, in most cases, nonstock or special ordered parts are not eligible for return. We urge you to have your customer pay for these items in advance. If you wish to know the status of a part (normal stocking/special order) please inquire prior to placing your order. In cases when we do allow a return on a nonstock part, there will be a minimum 20% restocking fee. Any nonstock part returned for credit without prior approval will be denied.

3. Requests to cancel nonstock/special ordered parts may be denied.

In order to cancel your order for a nonstock part, we must be able to cancel with our supplier. If the item is in transit to us we may not be able to honor your request.

4. All returned parts must be new and unused.

Any item having been returned for credit that shows any sign of use or installation will be rejected.

**5. All returned parts must be in their original packaging.**

Packaging must be in resalable condition with no writing or markings on the packaging. Any item not meeting these criteria will be rejected for credit or assessed a minimum 20% restocking fee.

**6. All returns should be made within 30 days of invoice date.**

Items returned after 30 days will be subject to a minimum 20% restocking fee. Items returned after 90 days will not be eligible for credit.

**7. All returns must be accompanied by a copy of the invoice or packing slip.**

**8. Customers with excessive returns are subject to a restocking fee applied to all returns.**

Customers that return 10% or more of their purchases will be charged a 20% restocking fee on all returns. The return percentage is measured over a rolling 1 year period. This fee will remain in effect until the percentage falls below 10% for 3 consecutive months.

**9. We will take responsibility for our errors.**

We believe that our staff is among the most knowledgeable and experienced in our industry. We take great pride in our ability to provide you with the correct part for your request. In the event we fall short in this ability and you receive an incorrect part due to our mistake, we will be responsible for processing the return. Prior authorization is required.

# SHIPPING DAMAGE

## 1. UPS Damage

In the event you receive an item that was damaged by UPS, please call our Parts Department to report the damage. The damage must be reported within 7 days of receipt. We will file a claim with UPS. UPS may elect to pick up the damaged item, so please keep it on hand along with the packaging until you receive credit from us or the package is picked up by UPS. We normally will not reship a replacement instead we will issue credit to your account.

Please note that there are several items such as glass cooktops, panels, tubs, etc. that are highly fragile and prone to damage when shipped by UPS. We may elect to use a freight company to ship some of these items to reduce damage claims.

## 2. Freight Damage

If you receive an item via common carrier or truck line, you must file directly with the carrier.