

Refunds and Returns

Date: 11/7/2019

Objective:	<ul style="list-style-type: none">• Create protocols and procedures for the refund and returns process to provide a more efficient and standardized process as well as providing an exceptional customer experience for our customers.
Changes:	<ul style="list-style-type: none">• New policies for restock fees, return freight and original freight costs.• Terms of Sales• New 30-Day Return Policy• RMA requirements
In the Works:	<ul style="list-style-type: none">• Returns Integration on mpparts.com• Refunds at time of scan

To provide our customers with the best no-hassle return policy in our industry, we are changing the way how we process and refund our customers. Below, these changes will provide our customers with a more clear and understanding of our refund policy as well as allowing customers to receive their refunds faster than ever! This will go into effect on **December 11th 2019**.

- Our customers are split into two categories, consumers and resellers Consumers are web customers, truck fleets, and ready-mix customers. Resellers is a company who sells something that was bought from someone else (such as Fleetpride, Terex, etc.)
 - Consumers
 - Consumers will have a **0%** restock fee on all returns.
 - **MPPARTS will pay** for **all** return freight costs
 - Customers **will be** refunded their original freight costs.
 - Resellers
 - Resellers will have a **minimum 15%** restock fee.
 - Resellers **are responsible** for return freight costs.
 - Original freight costs will **not** be refunded.
 - Do note that special order parts are not refundable for either consumers or resellers.
- A new terms of sales will be displayed at the bottom of quotes, sales orders and invoices.
 - Our New Terms of Sales
 - **“Any returns must have prior authorization from MPPARTS. Returns must be authorized within 30 days of delivery date. Returns may be subject to a minimum 15% restock fee. Customers may be responsible for return freight costs. Special order items are NOT returnable. A return request can be authorized by calling MPPARTS at 877-327-2116. Any claims for shortages or shipping discrepancies must be made within (5) days of delivery. Past due invoices may be subject to late fees.”**
 - The two most newest polices are displayed below.
 - Returns must be authorized within 30 days of the **delivery date**. (Used to be one year.)
 - Shortages and Shipping discrepancies must be made within 5 business days.
- Any goods that are not returned without authorization will go back into stock but will not be credited unless the customer contacts MPPARTS within 30 days of goods returned.
- Modifications and Installation of parts may nullify the return eligibility of items as well as warranty coverage.

This policy is contingent that the total order value is less than \$5,000. If the order is greater than \$5,000, then the order will follow the reseller’s return policy.