

# Whayne® Parts Return Policy

## **Parts may be returned for credit subject to the following:**

- ◆ Must be accompanied by proof of purchase from Whayne Supply Co.
- ◆ Must be in new and salable condition and in original package
- ◆ Credit will be issued for value of part less handling charges, if applicable (see tables below)

## **Parts NOT accepted for return:**

- ◆ Items returned beyond 180 days of purchase
- ◆ Hydraulic hoses and metal lines with protective caps removed
- ◆ Items installed or removed from equipment
- ◆ Chemical compounds
- ◆ Rusted or damaged
- ◆ Opened gasket or seal kits
- ◆ Glass
- ◆ Electrical components
- ◆ Material cut or made to order

### **Caterpillar® Parts**

<b>Days from purchase</b>	<b>Stocked Returnable &amp; Non-Returnable</b>	<b>Non-Stocked Returnable</b>	<b>Non-Stocked Non-Returnable Ext Value \$60.00 or &gt;</b>	<b>Non-Stocked Non-Returnable Ext Value &lt; \$60.00</b>
Within 30	100%	85%	85%	0
31-60	85%	75%	0	0
61-180	85%	50%	0	0

**Stocked or non-stocked status based upon selling branch status at time of purchase.  
Non-returnable status indicated by \*(an asterisk) in N/R field on parts document.**

### **Non-Caterpillar Parts**

<b>Days from purchase</b>	<b>Stocked Returnable &amp; Non-Returnable</b>	<b>Non-Stocked Returnable</b>	<b>Non-Stocked Non-Returnable</b>
Within 30	100%	85%	0
31-60	85%	75%	0
61-180	85%	50%	0

**Stocked or non-stocked status based upon selling branch status at time of purchase.  
Non-returnable status indicated by \*(an asterisk) in N/R field on parts document.**

## **Returns resulting from Whayne Supply error:**

- ◆ Items returned within 30 days of purchase will receive 100% credit and will include inbound freight charges assessed in procurement.
- ◆ Beyond 30 days regular return policy applies.

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