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## Merchandise Return Policy

### ALL RETURNS MUST HAVE PRIOR AUTHORIZATION

Please contact our office for a RGA (Returned Goods Authorization)

- Freight charges MUST be prepaid in full.
- A 10% handling charge will be deducted.
- All returns must be of our manufacture and in saleable condition.
- Returned merchandise must have been purchased within the previous 12 months. No more than 5% of the value of the previous 12 month's net purchases will be accepted. Merchandise returns will be accepted once per calendar year.
- A credit on account which can be applied to future purchases is given for all returns. Cash refunds will not be provided.

## Core Return Policy

### Standard Terms and Conditions

- **Like for Like.** Core returns will be matched to your purchases and must be "like for like".

For medium and heavy duty applications (class 5 and up), "like for like" means the core being returned is of the same original make as the clutch purchased (eg. Rockwell for Rockwell, Lipe for Lipe, Spicer for Spicer, Valeo for Valeo) and the same number (eg. 108925-82 for 108925-82).

For light duty applications (passenger cars and light duty trucks and vans) "like for like" means the clutch is of the same number (eg. 0021 for 0021) but may be of different make (eg. Valeo for Daikin).

If an "acceptable alternative" is returned for any clutch, you may receive an adjusted value at our discretion.

- **12 Month Limit.** Cores must be returned within 12 months from the date of purchase of the clutch. The core credit given will be the lesser of the core value at the time of purchase and the core value at the time the core is returned.
- **Excess Cores.** Cores in excess of the quantity purchased within the last 12 months may be placed in a "core bank". Cores in the core bank will remain your property until:
  - used against future purchases,
  - returned to you, or
  - scrapped per your instructions.

We may also offer, at our discretion, to purchase certain cores from you, providing you with an additional option. Certain cores (eg. for part numbers no longer in demand) may be returned to you rather than placed in the core bank.

If there has been no matching purchase to apply a core against, and no instructions from you to scrap or return the core, then we will scrap any cores that remain in the core bank longer than 24 months.

- **Condition of Cores.** At our discretion, poor core condition may result in a reduction to the value of the core credit given.
  - Covers must be in good condition with no obvious breaks, cracks, or excess wear. A 50% reduction of the full core credit will be applied when cover condition is poor.
  - Centre plate condition will not affect the value of the core credit given, except centre plates with an aluminum riser (eg. TMO107237-10). If the aluminum riser is broken, cracked, or otherwise unusable, the full core credit will be reduced.
  - Discs should be in good condition aside from normal wear. Cracked or seriously damaged discs may result in a reduction to the value of the core credit given.
- **Missing Components.** Any missing component(s) will result in a reduction of the full core credit value given by an amount equal to the core value of the missing component(s).