



## THOMPSON TRACTOR COMPANY PARTS RETURN POLICY (Revised 2022)

### I. CAT PARTS

- The following items are not eligible for return:

- A. Cut hose and made as ordered hose assemblies
- B. Items removed from sealed packaging such as valves, seals, gaskets, etc.
- C. Any glass products
- D. Rusty, removed, incomplete, damaged, unidentified or any item we determine not saleable as new.
- E. All items made as ordered (MAO)
- F. Literature (Printed or electronic media)
- G. Electrical parts that have been removed from original packaging or used/tested on a machine.
- H. Filters not in original packaging or past expiration.
- I. Items that have been replaced or discontinued
- J. Items/kits that have broken tamper proof tape, seals, banding, etc.
- K. Items not purchased from Thompson Tractor
- L. Items labeled returnable but the extended cost is less than \$45

### II. NON-CAT PARTS

- As listed above, A through K apply to these parts.

- Non-Caterpillar parts purchased from Thompson Tractor will incur freight and a restocking charge.

### III. ERRORS BY Thompson Tractor

- All items returned within fifteen (15) days from date of purchase will be credited at full purchase price if they were shipped due to Thompson Tractor error. The Document # must be furnished by the customer and confirmed by an authorized employee of Thompson Tractor. After 15 days, it will be handled like any other credit.

### IV. CATERPILLAR REMAN ITEMS

- A. Must be returned within 90 days of purchase in original packaging.
- B. Caterpillar remanufactured items (new and cores) will be subject to a reduction in price if they are not returned in original carton or crate.
- C. Any core to be turned in for warranty must be physically in hand before new part is given to customer.

## **V. THOMPSON PARTS SOLUTIONS**

- New Surplus, Rebuilt, Reconditioned, Used & Aftermarket parts sold by Thompson Tractor are subject to the following policies:

- A. Thompson Tractor only guarantees the part to be the correct part that was ordered.
- B. Customer has the right of refusal at time of delivery or pick up of parts due to flaws or damage undetected by Thompson Tractor, which will render parts unusable based on Caterpillar's reusability guidelines.
- C. All parts ordered from other Suppliers are subject to the return policy of that supplier and must be approved by Parts Solutions Management, PRIOR to issuing any credit.
- D. All other items are non-returnable, unless approved by Parts Solutions Management.

## **VI. ONLINE ORDERS THROUGH PARTS.CAT.COM AND INTEGRATED PROCUREMENT**

- In addition to policies contained here within, the following stipulations apply to orders placed via all eCommerce platforms provided by Thompson Tractor:

- A. Initiation of a parts return request must be made by contacting Thompson Tractor via phone, email, or in-person.
- B. Parts must be returned to Thompson Tractor within thirty (30) days of purchase, as documented by the electronic system from which the parts were ordered.
- C. If shipping charges were incurred for the parts being returned, these charges will be refunded as part of the total credit.
- D. Upon receipt and acceptance of returned parts, credits are typically issued within 48 hours.

This Parts Return Policy is extended to our customers as a voluntary service. We reserve the right to cancel all or any portion of this policy without prior notice and to reject any parts returned to us. Acceptance shall be considered accomplished only when parts have been processed by us and returned to our stock. Freight charges are non-refundable.

### **Restocking fees:**

**If the part to be returned is determined to be acceptable based on the above criteria, then the credit amount will be determined based on the following schedule:**

- **Parts ordered and returned within 30 days from the date of purchase – No restocking fee**
- **Parts ordered and returned after 30 days from date of purchase – 20% restocking fee**
- **In addition to the above criteria, Parts orders placed on Emergency order to meet the specified need by date and returned will incur all associated freight and Emergency Service Charges.**