



6525 Morrison Blvd., Suite 300  
Charlotte, NC 28211

### **Go To Parts Supplementary 45-Day Return Policy**

This is a supplementary return policy applicable to Go To Parts ("GTP"). For the complete Product Return Policy please see the Wastequip Terms and Conditions of Sale ("T&C") at: [www.wastequip.com/terms-conditions-of-sale](http://www.wastequip.com/terms-conditions-of-sale), a hardcopy of which is available upon request. If there is a conflict between this policy and the Product Return Policy contained in the T&Cs, this policy shall control. This policy may be updated from time-to-time by Go To Parts without notice to Buyer. If any parts delivered to Buyer are defective or are otherwise not in accordance with the Go To Parts Order Confirmation, Go To Parts shall have the right, in its sole discretion, either to replace such Parts or to refund the portion of the purchase price applicable thereto.

**RETURN PERIOD:** All returns are subject to a 45-day return period from date of original Invoice, without exception. GTP will not accept any non-warranty claims or returns beyond this 45-day period, and the returned Parts must be received at the return address specified by GTP. For example, if the date of original Invoice is January 1<sup>st</sup>, **BOTH** your RMA request **AND** GTP's receipt of the returned parts at the address specified by GTP must be completed no later than February 15<sup>th</sup>. Any RMA requests after such 45-day period will be rejected. Any returns received by GTP after the 45-day period (regardless of RMA issuance) or at a different address than that specified by GTP will be deemed not in compliance with the 45-day return period and no replacements or refunds will be issued.

**REQUESTING AN RMA:** If you have a return request, please call **1-800-GOTOPARTS** or email: [customerservice@gotoparts.com](mailto:customerservice@gotoparts.com) to request a Return Authorization Number ("RMA"). An RMA must be obtained from Go To Parts before any Parts may be returned.

**RETURN CONDITION:** Except for parts damaged during shipment, all returned Parts must be: (i) of good quality and in saleable condition as new parts, and (ii) properly packaged, labelled, and accompanied with **shipping documents that include (x) the RMA**, (y) Go To Parts part numbers, and (z) quantities returned. Any Parts not in compliance with these instructions will be subject to rejection or a restocking fee of 30% of the applicable purchase price ("Restocking Fee") at GTP's discretion.

**NON-CONFORMING ORDER:** If you receive Parts that are non-conforming to your Order, provided the Return Period, RMA and Return Conditions requirements have been met, GTP will not charge a Restocking Fee. A Non-Conforming Order includes Parts that: (i) that do not conform to Part specifications shown on the Go To Parts Order Confirmation (except for parts sold "as-is"); (ii) defective Parts; or (iii) Parts that were not ordered by Buyer. GTP shall have the right, in its sole discretion, either to replace such Parts or refund the portion of the purchase price applicable thereto.

**FREIGHT:** Payment of Freight for Parts returned in compliance with Return Period, RMA and Return Condition requirements are as follows:

**Conforming Order:** Buyer is responsible for prepayment of and all other related freight costs

**Non-Conforming Order:** GTP will pay freight F.O.B. Destination

**NON-RETURNABLE PARTS:** Except for Parts under a Non-Conforming Order or applicable Warranty claims, the following Parts are Non-Returnable (also see the T&C for any additional non-returnable Parts)

- Bottoms
- Rams
- Custom/Special Ordered Parts
- Parts designated as non-returnable by Go To Parts at time of order or sold "as-is"
- Parts that have been used, damaged or altered by Buyer
- Parts purchased from a vendor other than Go To Parts