

PARTS RETURN POLICY

Quinn Company offers a parts return policy subject to the following conditions:

Current Parts Furnished From Dealer Stock

- Stocked parts returned within thirty (30) days will receive full credit.
- Stocked parts returned after thirty (30) days will be assessed a 15% restocking charge.

Non-Stock Parts

- Non-Stock parts returned within thirty (30) days will be assessed a 15% restocking charge.
- Non-Stock parts returned after thirty (30) days will be assessed a 25% restocking charge.

Online Orders

- Initiation of a parts return request must be made within 30 days of purchase by contacting your local Quinn Company Parts Department by phone, email or in-person.
- Original shipping charges will be fully refunded in the event that the return is the result of an error by Quinn Company.
- Upon receipt and acceptance of returned parts, credits are typically issued within 2 business days.
- Authorized TEPS, AMD & ISD Dealers have a separate return policy. See TEPS Manager for details.

Return Criteria

- Minimum extended value \$45.00.
- Parts must be in original manufacturer packaging and must be in new, saleable condition.
- Parts must be accompanied by appropriate proof of purchase.
- For core credit consideration, cores must be returned in original packaging within 30 days .
- Parts returned after 90 days may be considered for credit at Parts Managers discretion with amount of credit to be determined at time of return.
- Any item returned due to a Quinn Company error will be handled at full credit to the customer if returned promptly with an explanation.

Non-Returnable Parts

- Non-stock parts labeled non-returnable as indicated by an asterisk (*) in the N/R column on original shipping list.
- Parts showing signs of having been installed on or removed from equipment.
- Parts with finished surfaces which are rusty or show signs of deterioration in quality.
- Sealed parts kits which have been opened.
- Parts discontinued or replaced.
- Made As Ordered parts & assemblies.
- Material cut to order, such as bulk hose, bulk seals, copper tubing, weather stripping, battery cable, etc.
- Consumables such as oil, antifreeze, specialty chemicals, etc.
- Hand tools & shop supplies.
- Literature.
- Electrical & electronic components.

This Parts Return Policy is a customer service. Quinn Company reserves the right to cancel all or any portion of this policy without prior notice and to reject any parts returned to Quinn Company. This supersedes and nullifies all previous Parts Return Policies in effect at Quinn Company. Revised June 2022.

