



All Returns may be initiated via phone or E-mail but must be finalized in person.

Once the return has been reviewed and approved it will take approximately 15 days for credit to reflect depending on credit type (bank refund, in store credit, etc.)

All Shipping Costs incurred inbound or outbound are NON-REFUNDABLE.

CURRENT ITEMS FROM STOCK:

- I. \$10.00 Minimum returned within 30 days of Invoice - Full credit.
- II. Returned after 30 days of invoice - 20% Restocking Fee.

NON-STOCK RETURNABLE ITEMS:

- I. Returned within 30 days of invoice - 20% Restocking Fee.
- II. Returned after 30 days of invoice - 30% Restocking Fee.

ITEMS NOT ACCEPTABLE FOR RETURN:

- I. Parts designated NON-Returnable by Caterpillar, Inc., or associated supplier. Items cut from a bulk length of supply, rusty, removed items, electrical items or items we determine to be in non-resalable condition.

DISPOSITION OF ITEMS:

Returned items found unacceptable by Pantropic Power and/or supplier will be held for thirty (30) days after customer notification.

All Remanufactured CORES are eligible for core credit within 30 days of Invoice.

PANTROPIC POWER, INC. ERRORS:

Credit will be limited to charges made by Pantropic Power, Inc.

Items issued in error must be protected and returned in new condition within ten (10) days of receipt to qualify for credit.

We reserve the right to change all, or any part of this policy, without prior notice. Returns may be refused if a copy of our invoice is not furnished.

Prices and/or part numbers are subject to change without notice. Claims for shortages must be made within 5 days after shipment. Claims based on defective materials or workmanship must be made within the limited warranty period. It is specifically agreed that Pantropic Power, Inc. will not be held liable for any consequential damage in connection with defective workmanship or materials.

The signer agrees and affirms that he has read and understands the liability limitations and other conditions outlined herein, and further affirms that he has the authority to sign this document on behalf of the company identified on this parts sales order.