

**To:** All Distributors  
Regional Sales Managers and National Sales Manager

**From:** Parts Center

**Model:** N/A

**Subject:** Parts Return Procedure

*Any request for the return of a new part that is in good, resalable condition must be submitted via the Returned Material Authorization (RMA) process. The following policy and procedures must be followed to ensure prompt processing of RMA requests:*

**NON-WARRANTY PARTS RETURNS**

Non-warranty parts returns are for parts that have been purchased from LabriePlus, but have not been installed on units and are in good, working and resalable condition. There is a twenty percent (20%) restocking fee on all returns (except annual returns). Any parts returned must meet the following criteria:

- Must be a genuine LabriePlus OEM product.
- Must be in new, saleable condition.
- Must have no defects in material or workmanship (items with defects shall be returned via warranty policy).
- Cannot be a special order, non-stock or customized item, which is not normally stocked by LabriePlus.
- Must not be an item that has become obsolete.
- Must meet LabriePlus parts sales standards:
  - There must be a current, active history of parts sales for the returned item.
  - The item does not cause an overstock situation in the LabriePlus inventory.
- Items with a "shelf life" (parts containing materials that may degrade over time or weather conditions, i.e. rubber/plastic) may not be accepted.
- Each part returned must have a minimum reselling value of fifty (50) dollars.

**Annual Return**

The distributor will be allowed one annual return per year. This return may be sent at any time during the year with no restock fee charged. Generally, this is a good time for the distributor to return slow moving inventory. These parts must be new, genuine LabriePlus OEM products, labeled with the correct LabriePlus part numbers.

LabriePlus reserves the right to reject any parts that are considered, obsolete, any time or weather sensitive parts (such as rubber gaskets, etc) any hardware, or any individual item with a resale value of less than fifty (50) dollars.

The standard return authorization process is followed for annual returns.

**Parts Ordered in Error**

LabriePlus must be contacted within fifteen (15) days of receipt of the part to obtain approval. The standard return authorization process should be followed with the same limitations; however the parts must be returned to LabriePlus within thirty (30) days of return authorization.

Each part returned must have a minimum resale value of fifty (50) dollars. There will be a twenty percent (20%) restocking charge assessed.

**Return Authorization Process**

Prior approval by LabriePlus is required for all parts returns, without exception.

1. Call LabriePlus at (800) 231-2771; information will be gathered and instructions will be provided to obtain parts return authorization.
2. A Return Material Authorization (RMA) document will be provided via e-mail or fax; this will contain the LabriePlus RMA number.
3. Make two copies of the RMA document. These copies must be included with the parts being returned.
4. Ensure that each part is clearly identified with its LabriePlus part number.
5. Mark the RMA number on the outside of each package being returned.
6. Return the part(s) via prepaid freight.
7. If returning parts via truck freight, the RMA number must be used as the shipment identification number on the bill of lading. This will aid in identification in case of loss/damage.
8. Parts received by LabriePlus without proper paperwork and identification will not be issued credit.
9. All parts must be returned within thirty (30) days of receiving the RMA document.

10.If parts are not shipped within thirty (30) days, the return must be re-submitted for approval.

11.Parts received without proper paperwork will not be credited.

### **Conditions of Acceptance of Goods**

If any part is returned in less than saleable condition (bent, damaged, rusty, defective, used, etc.) they will be scrapped and no credit will be given. If the shipment itself arrives in an undesirable condition or with parts not properly marked, credit will not be issued. LabriePlus will not provide credit for parts that are not genuine LabriePlus OEM products. No credit will be given for parts that have an individual value of less than fifty (50) dollars. Parts that are components of parts or unit mounting parts may, with prior approval, be accepted on a reduced credit basis as part of the distributor's annual return.

Credit on parts accepted will be at the distributor net cost in effect at the time of purchase.

---

**Please contact the LabriePlus Parts Center at (800) 231-2771 with any questions or for further information.**