



## **30-Day No Fault Parts Return Guidelines**

Occasionally parts orders need to be returned for various reasons and to assist our customers we have established the following guidelines to cover your return goods requirements.

1. To receive credit on returned parts you must notify Vintage Parts within 30 days of the invoice date. Call Vintage Parts Customer Service at (877) 846-8243 for approval, a return label, and instructions prior to returning any parts.
2. Please include a copy of the packing list or invoice with the parts in order to receive the proper credit. Please indicate the reason for your return on the enclosed paperwork to assist us in expediting your return and credit.
3. Parts to be returned must be sent "Pre-Paid Freight" to the address specified on the Vintage Parts Return Goods Authorization Label sent to you by the Vintage Parts Customer Service Specialist. Credit for the net invoice value of the parts, less applicable shipping charges, will occur after the parts are received and inspected.
4. Parts returned as a result of being misidentified, incomplete, damaged, shipped in error, or does not meet OE quality standards will receive credit for the applicable shipping charges and the net invoice value of the parts.
5. If the parts are lost in transit please notify Vintage Parts immediately by calling Customer Service at (877) 846-8243, so we may assist in the recovery of the "lost" parts and a replacement order will be processed, if the parts are available.
6. If parts are received damaged please contact the carrier immediately. In addition call Vintage Parts at (877) 846-8243 and a replacement order will be processed, if the parts are available. Please retain the parts along with the original packing materials.