

# Return Policy

## Return Goods Authorization (RGA's)

No returns accepted without a valid RGA.

To request an RGA fax a copy of the invoice to 780-352-0192 listing the reason for return or bring it to the store with you

If a return is authorized an RGA will be held at the store, faxed, or emailed to the customer.

## Parts eligible for return

Only regular stocking items are accepted for return.

Special order parts are not returnable

Parts that are "no-longer-stocking" by Super-Bee are not returnable

Clearance parts are not returnable

Parts that have been purchased more than 90 days ago are not returnable

### Special conditions

Any parts that do not meet that return criteria, but are still accepted as returns, will be subject to a 30% restocking fee

## Returning Parts

Customer must pay the freight when shipping back returns

If a customer ships parts back freight collect then the freight and a \$10 fee will be deducted from the credit.

Returns that are delivered by the customer will need to have an inspection done by the shipping department before a credit can be processed. Allow 5 business days.

Parts returned without an RGA will be held for 30 days before being disposed of.

## Return charges

All returns are subject to a 10% restocking fee except for warranty parts that are exchanged for replacements

Returns that are not in their original packaging may not be credited or may be charged a re-packaging fee

## Credit Memos

Customers with charge accounts will have the credit applied to their next invoice. Credits for returns must be used within one year.

Customers that paid by credit card will be charged an additional 5% "credit card discount fee" if they would like the credit put back on their credit card.

Customers that paid by cash will be reimbursed by cash for credits of less than \$50 or by cheque for amounts over \$50

Customers that paid by debit card will have the refund put back on their debit card