

# **NEW RETURN PROCEDURE**

**Effective August 1, 2001**

- **Special ordered non-stock items are non-returnable.**
- **You must call us to obtain an authorization number before returning STOCK items.**
- **Returns WILL NOT be accepted without prior authorization.**
- **All stock return merchandise must be returned within 30 days from date of purchase.**
- **All stock return items must be new and unused. The item must be packaged in the original packaging. PLEASE DO NOT mark on the original package.**
- **All returns must include a copy of the invoice or packing slip with a note indicating the reason for return.**
- **Tools & Test Equipment are non-returnable.**
- **Electrical items are non-returnable.**
- **Transportation company is responsible for any damages made in transit.**

**Cashwell Appliance Parts, Inc.**