



Freight, Terms & Merchandise Return Policies

January 01, 2013

Freight & Terms Policy

- All shipments are sent freight prepaid with freight charges added to your invoice unless otherwise specified at the time of order.
- All customers purchasing goods tax exempt (PST or otherwise) must supply supporting documentation (e.g. PST exemption form, OFA# or Band#).
- We accept Agriscard, Visa, Mastercard & Cash plus bank and wire money transfers.
- We also ship goods C.O.D. There is an additional fee for all C.O.D. shipments plus normal shipping and handling charges.

Core Return Policy

- All cores **MUST** be in their original boxes and clearly marked "CORE".
- All cores **MUST** be assembled and complete in an "as removed" condition.
- Any core returned disassembled or missing pieces will not receive any credit.
- We reserve the right to return any disassembled or otherwise ineligible cores to the customer freight collect.
- Cores being held for pick up by a Fawcett Tractor Representative will not have a credit issued until they have been received and inspected at our St. Marys or Nova Scotia warehouse.
- All core returns must be sent prepaid courier or freight truck if they cannot be returned in person. In some cases other arrangements can be made – **ask your sales rep for details.**

Parts Return Policy

- All Special Order (non-stocking) parts are non-returnable.
- All Customers **MUST** receive a Return Goods Authorization (RGA#) before any parts may be returned. Please call your original sales person with your Invoice number to make arrangements. *The RGA# must be clearly marked on the outside of the return package.*
- All parts returned without an RGA will automatically be charged a **15% restocking fee.**
- All parts returned **MUST** be accompanied by a copy of the original invoice the goods were purchased on.
- All parts returned **MUST** be in new or resaleable condition and in their original packaging.
- All parts returned must be sent prepaid courier or freight truck if they cannot be returned in person. In some cases other arrangements can be made – **ask your sales rep for details.**

Warranty Policy

New Parts and Remanufactured parts will be warranted against defective workmanship or material:

- 90 days from the date of purchase unless otherwise specified in the manufacturer's published policy.

Used Parts will be warranted against premature failure:

- 30 days from date of purchase unless otherwise stated.

Fawcett Tractor Supply Ltd. will not be liable for any loss, injury or damage, direct or consequential, arising from the use of the product. Warranty does not cover installation labour, diagnostics, fluids, transportation or other parts that may have incurred damage.

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