

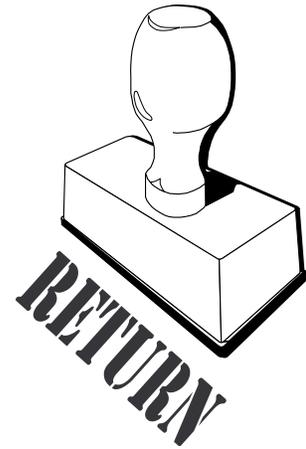
Etnyre Parts Return Policy

How to make a return?

1. All parts returns require a Return Material Authorization (RMA). To request an RMA, please place a request at the E-Comm parts portal, or at customerservice@etnyre.com.
2. When making a parts return, please be sure all parts are packaged in a sturdy box and are marked with proper I.D. No credit will be issued for damaged parts.
3. Returns can be made daily; however, you can eliminate restocking fees by taking advantage of our “Equal Trade” program. The “Equal Trade” program allows each account to make a single return with no restocking fees, providing they order an equal amount of fresh stock to restock their shelves. To take advantage of this program we must receive your request for return and order for equal amount during the period 12-1-12 to 1-31-13, you must specify “Equal Trade” program when requesting your RMA.
4. All returns are to be returned freight pre-paid unless prior arrangements have been made through the parts dept.
5. All returns due to an Etnyre Co. error will not be charged a restocking fee. An (RMA) is still required to return these parts.
6. Any parts returned without authorization are subject to a 35% restocking fee.

What can be returned?

1. The Etnyre Co. will not accept the following items for any reason.
 - A. All parts with a stocking code of PNS are not eligible for return
 - B. Hardware (nuts, screws, washers, pins, etc.)
 - C. Fittings (pneumatic or hydraulic fittings, pipe fittings, etc.)
 - D. O-rings, gaskets
 - E. Rubber products (hoses, belts, etc)
 - F. Products that have a shelf life
 - G. Custom parts or parts that have become obsolete
 - H. Special order items
 - I. Parts that have been upgraded.
 - J. Kits that have seal broken.
2. All return parts are subject to inspection by the E.D. Etnyre Co. Damaged parts or assemblies with parts removed will not be credited. Any rusted or unusable parts will not be credited. Etnyre reserves the right to deny credit on all returns.
3. If you have any questions concerning whether a part will qualify as returnable, contact the Etnyre Parts Dept. at customerservice@etnyre.com.
4. All defective parts will need an RMA to return for warranty consideration. These are available from the Parts Department.
5. Parts that are not accepted for return will be returned to shipper freight collect.



Credit and Fees

1. Credit for returned parts will be issued to your account after inspection and acceptance of the returned material. Credit will be issued according to following schedule.

Returns due to Etnyre error, These returns will be credited for full net invoice, no restocking charge will be applied. Invoice number will be required on these orders.

Daily returns with invoice number, These returns will be credited for full net invoice less a 20% restock fee and freight, providing invoice is not over 1 year old.

Daily return without invoice number, These returns will be credited for full net current dollar amount less a 35% restocking fee and freight.