



## **CANCELED ORDERS**

- Canceled orders will be subject to a 20%-30% cancellation fee. A canceled order consists of an order in which it has been processed to the stage of receiving an order acknowledgment.
  - The percentage of the cancellation fee will be at the discretion of the Parts Department.
- All orders for weldments such as sweeps, slides, arms, eject panels, etc. will be charged the maximum 30% cancellation fee.
- Orders for specialty nonproduction parts, such as options specific to customer specs, or obsolete production parts cannot be canceled once in production. You can elect not to have these parts shipped to save on shipping charges, but the order will be invoiced.
- Orders that have been shipped and are refused by the Dealer or the Customer will not be credited and you will be charged for the return freight.
- All orders that have been packaged and are ready to ship will be charged the maximum 30% cancellation fee.

New Way Parts – 217 Griffith Rd. – Carroll, IA – 51401

844.652.3395 [www.newwaytrucks.com](http://www.newwaytrucks.com) 712.652.3395

CANCELED ORDERS 5.30.2015

## **HANDLING FEES**

- There will be a \$25.00 Pallet fee on all orders shipped on pallets in units or picked up by customers.

## **SHIPPING POLICIES**

### ORDERS SHIPPED IN UNITS

- We request a 2 week notice prior to body's completion for all orders shipped within. DO NOT place orders shipping in units prior to 3 weeks before their completion date.
- Orders that are being shipped in non-mounted bodies cannot be changed once order is placed.
- Orders will not be allowed if body is scheduled to ship in less than 3 days, or is more than 3 weeks from completion.

### UPS Shipments

- Items over 100 pounds will ship LTL unless absolutely necessary. These orders will be at Dealers/Customers own risk, New Way Parts will not be liable for lost or damaged shipments.
- UPS will not guarantee Expedited shipping (NDA, 2<sup>nd</sup> Day Air 3 Day Select) on items over 70 pounds that cannot ship in UPS approved boxes, New Way is not liable for delayed shipments and therefore will not reimburse shipping charges.
- New Way Parts will ship orders collect on customers UPS accounts, but we will not reimburse shipping charges if we forget to use your account.
- Customers cannot use call tags to have orders picked up, this is to assure orders do not get shipped into other Dealer's territories.

### LTL Shipments

- Orders sent to residential addresses and orders requiring a lift gate will be subject to additional freight charges if we are not made aware of this at the time of the order.
- Customers will not be allowed to arrange their own shipping; this is to assure orders do not get shipped in other Dealer's territories.
- New Way Parts uses a Logistic Company; we try to use the carrier which gives us the best price and best delivery time. If you prefer a certain carrier please notify us and we will note it in our system.
- New Way Parts may choose to ship certain items UPS, in addition to the LTL shipment, so they do not get lost or damaged.

### Split Shipments

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HANDLING FEES 5.30.2019



- It may be necessary to split shipments and have parts ship from the plant and the parts warehouse; this will be done sparingly and at the Parts Depts. discretion.

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HANDLING FEES 5.30.2019



## **RETURN PROCESS**

- Contact New Way Parts Department for an RMA number by email or phone.
  - Required information: Part number, quantity, original purchased invoice number
  - Product must be in new, unused and resalable condition
  - Non-warranty items will be subject to a restocking fee
- An RMA number will be generated by the Parts Dept. & an RMA Receiver Document will be emailed to the requester containing return process instructions.
- All return part(s) must be sent with shipping cost prepaid unless otherwise authorized by the Parts Dept.
  - Return part(s) sent freight collect will not be accepted.
- When returning parts via truck freight, the RMA number must be included on the bill of lading. This will help with identification in the event of loss/damage during transport.
- Parts received by New Way without proper paperwork and identification will not be issued a credit.
- All parts must be returned within 30 days of receiving authorization.

### **ANNUAL RETURNS**

A distributor active in the dealer stocking programs will be allowed one “annual return” per year. This return may be sent at any time during the year with no restock fee charged. These parts must be new and labeled with the correct New Way part numbers. New Way reserves the right to reject any part(s) that are determined obsolete. Other parts such as, but not limited to, tailgate seals, filter o-ring kits, cylinder seal kits, electrical components may also be refused for return. This annual return is meant to rotate dead stock out of your inventory, not to return parts ordered in error. Parts that were sold as part of a kit are nonrefundable. Parts purchased within 6 months of annual return request are not eligible. Required information for an annual return will require quantity, part number, and original purchase invoice number for all line items returned.

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RETURN PROCESS 5.20.2019



## **CONDITIONS OF ACCEPTANCE OF GOODS**

If any parts are returned in less than resalable condition (bent, damaged, rusty, used, etc.) they will be scrapped and no credit will be given. If the shipment itself arrives in an undesirable condition, with parts not properly marked, credit will not be given. New Way will not give credit for Non New Way parts.

Credit on parts accepted for return will be at the part(s) net cost at time of purchase.

## **PARTS ORDERED IN ERROR**

These parts may be returned immediately after a prior approval number is obtained from the Parts Department. The part(s) and RMA form must be returned to New Way with-in 60 days from receipt of the RMA form.

There will be a 20% minimum restocking fee applied

## **NEW WAY SHIPPING ERRORS**

Parts shipped in error by New Way will be handled on an individual basis. If the reason for return is a New Way shipping error or the wrong item was sent, the item may be returned without a restock charge.

Procedures outlined above also apply for return of parts due to New Way shipping errors.

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RETURN PROCESS 5.20.2019

## **DAMAGED SHIPMENTS**

### LTL Shipments

- It is the customer's responsibility to note all damage on the freight bill; drivers must sign or initial these notes.
- Pictures must be taken of the pallet prior to unbanning it.
- Individual pictures must be taken of all damaged items.

### UPS Shipments

- Have driver note all damages prior to signing for the delivery.
- UPS requires pictures of the damaged boxes prior to opening.
- UPS requires pictures of the boxes weight certification.
- Take pictures of all damaged parts.
- UPS requires boxes to be kept for possible inspection until claims are settled.

### Ship outs (parts shipped in bodies)

- New Way will not be responsible for any damage done to parts shipped inside new units; this also goes for possible damage to the units themselves. New Way will do what it can to secure parts against possible damage but anything that happens in transit is out of our control.

Please do not take extreme close ups, we must be able to identify the part(s), whenever possible show part number(s) in the picture(s).

NOTE: You cannot take too many pictures.

**UPS CUT OFF TIMES FOR SAME DAY SHIPMENT<sup>1</sup>**

Email orders to [parts@newwaytrucks.com](mailto:parts@newwaytrucks.com). Follow up orders placed at or near cutoff time with a phone call to assure order is placed in time.

**PARTS CALL CENTER HOURS OF OPERATION**

PST	
MON-THU	5:00AM-3:00PM
FRIDAY	5:00AM-2:00PM

MST	
MON-THU	6:00AM-4:00PM
FRIDAY	6:00AM-3:00PM

CST	
MON-THU	7:00AM-5:00PM
FRIDAY	7:00AM-4:00PM

EST	
MON-THU	8:00AM-6:00PM
FRIDAY	8:00AM-5:00PM



Exclusions: <sup>1</sup>Only parts on hand at New Way Parts Warehouse location will qualify for same day shipment.

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