

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 60 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. Only parts purchased in the last 2 years will be allowed under the annual parts return policy. 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.

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

844.652.3395 www.newwaytrucks.com 712.652.3395

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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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