

## TPE Annual Parts Return Guidelines (2017)

- **Only dealers who have purchased a minimum of \$250 in parts during the current calendar year may participate.**
- The maximum allowable amount of return parts will be 20% of the Dealer's 2016 parts purchases. The 20% figure can be obtained by contacting Paul Simmons. Contact information below.
- The dealer must furnish TPE with a list of parts to be approved before returning any parts. TPE will issue an RMA (Returned Merchandise Authorization) number and list with the part numbers and total credit to be given. **Once the RMA is issued, parts may not be added to an RMA.** A copy should be included with the parts return.
- **Deadlines: Annual Parts Returns requests can be placed during November and December. The return request must be received at TPE no later than December 31, 2016.** Once an RMA is issued, the dealer has 30 days to return the parts, or until January 31, 2017, whichever comes first.
- Pricing for credits will be based on current dealer price **or** last sale price of the part to the dealer, whichever is less. **Parts with no sales history to the dealer requesting the return will be incur a 25% restock fee.**
- A 15% restock fee will be assessed for special ordered and non-stock items, defined as less than 3 sales per year by TPE.
- No credit will be issued until parts have been inspected.
- Any parts that cannot be returned to the manufacturer will be shipped back to the dealer at the dealer's expense.
- Parts may not be returned which are:
  - Discontinued, superseded, or not in current price list
  - Not in TPE sales history – never sold by TPE
  - Parts not sold by TPE in the last 7 years
  - Not in original OEM packaging (unless repackaged by TPE)
  - Dealer purchase price < \$1
  - Tools, net price items, and manuals
  - Items in very worn or aged packaging
  - Parts marked on in any way, including price stickers, magic marker, or customer names. Remember this for future reference.
  - Electrical parts (OK if never opened and in sealed OEM package)
  - Lubricants
  - Parts removed from engines or equipment
  - Parts sold as part of a kit (mulch kits, for example)
  - Opened gasket sets
  - Parts with a limited shelf life such as gaskets, decals, paint, and rubber items.
  - Rusty metal parts
  - Painted parts where the paint is damaged
  - Dirty and dusty parts must be wiped clean!
  - Miscellaneous hardware items (nuts, bolts, washers, screws, washers) unless dealer cost is over \$1
  - Labels, step treads, anything with a sticky backing

**Hustler-specific Guidelines** – Hustler has some specific guidelines that may govern whether we decide to accept certain items for return. Hustler will not accept for return:

- ◆ All hardware – all nuts, bolts, washers, screws, fittings, etc. TPE may accept if we stock the item.
- ◆ Open kits or parts from a kit
- ◆ Parts taken off a mower
- ◆ Parts that have been installed
- ◆ **Parts that have a net dealer cost <\$10.** TPE may accept if we stock the item.

- Parts must be returned freight prepaid.
- If you have any questions, please call Paul Simmons at 800-825-4300 or 757-352-2367; or you can e-mail me at **psimmons@tpeco.com**.