

# RETURN POLICY

## NEW/UNUSED

- **Unused stocked items** have a 90-day return policy and may be subject to restocking fees and/or freight charges. Returns after 90 days are subject to K&E Distributing approval and will incur a restocking fee.
- **Unused non-stocked items** have a 30-day return policy and may be subject to restocking fees and/or freight charges. Non-stocked items must adhere to strict manufacturers return policies.
- Items must be returned in their original packaging and intact with the original order quantity. Partial quantity returns will not be accepted. K&E Distributing will verify contents when returned.
- Items returned in non-resale condition will incur a restocking fee or repackaging fee at the discretion of K&E Distributing. Resale condition is based on the packaging and/or condition of the actual item.
- All returns must be accompanied with an approved Return Authorization. To request a return approval, please visit [kedistributing.com/return-authorization-form](http://kedistributing.com/return-authorization-form) and complete the form.
- Incomplete or inaccurate information will delay the Return Authorization Form approval.
- **All sales are final on special/custom order items, special build items and build-to-order equipment.**

## WARRANTY

- All warranty parts must be held for 60 days from date of failure.
- If a warranty part is requested to be returned to the manufacturer you will be notified and a Return Authorization approval will be sent to you. This form must accompany the part when returning to K&E Distributing. Failure to return a warranty part that has been requested to be returned to the manufacturer will result in a bill back at the full cost of the part.
- If after 60 days of holding the failed warranty part and a Return Authorization was not issued, you are free to scrap the part.



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