

Ohio

PARTS RETURN & WARRANTY POLICY

OHIO CAT PARTS RETURN POLICY:

To serve the best interests of all our customers, Ohio CAT offers a Parts Return Policy subject to the following conditions:

I. Ohio CAT Stocked Returnable Parts

- a. Parts returned within thirty (30) days will receive credit at the full purchase price.
- b. Returned parts after 30 days but less than 90 days, will be assessed a 10% restocking charge.
- c. Parts returned after 90 days are not returnable to Ohio CAT.
- d. Proof-of-purchase is the customer's responsibility.

II. Non-Stock Parts

- a. Parts considered non-stock at time of purchase will be assessed a 20% restocking charge.
- b. Parts below \$25.00 will not be returnable.
- c. Non-Caterpillar parts will be accepted for return only if our supplier will accept return from Ohio CAT. Credit will be issued equal to the amount Ohio CAT receives from our supplier, less any freight charges incurred.
- d. Proof-of-purchase is the customer's responsibility.

III. Non-Returnable Parts

The following items will not be accepted for return:

- a. Non-stock parts labeled non-returnable as indicated by an asterisk (*) on parts shipping order.
- b. Parts showing signs of having been installed on or removed from equipment.
- c. Parts with finished surfaces which are rusty or show signs of deterioration in quality.
- d. Sealed parts kits which have been opened.
- e. Material cut to order, such as radiator hose, copper tubing, weather stripping, battery cable, etc.
- f. Tubes/hose assemblies which are missing protective end caps or socks on each end.
- g. Parts purchased in package quantity will not be accepted for return of less than package quantity.

IV. Cat® Remanufactured Cores

- a. **Allowed Credit:** The amount of credit ("Allowed Credit") shall be determined in accordance with the standards set forth in the Caterpillar Core Acceptance Guide.
- b. **Time Limit:** The customer will receive 100% of the Allowed Credit for cores returned within thirty (30) days following purchase of the replacement unit.

V. Online Orders

In addition to policies contained here within, the following stipulations apply to orders placed via all eCommerce platforms provided by Ohio CAT.

- a. Initiation of a parts return request must be made by contacting an Ohio CAT location via phone, email, or in person.
- b. Parts must be returned to an Ohio CAT location within thirty (30) days of purchase, as documented by the electronic system from which the parts were ordered.
- c. If shipping charges were incurred for the parts being returned, these charges will not be refunded as part of the total credit.
- d. Upon receipt and acceptance of returned parts, credits are typically issued within 3-5 business days of being returned.

continued on next page.

VI. Exceptions To These Rules

- a. There will be no handling or restocking fees for parts returned due to an Ohio CAT error.

This Parts Return Policy is a customer service. Ohio CAT reserves the right to cancel all or any portion of this policy without prior notice and to reject any parts returned to Ohio CAT. This supersedes and nullifies all previous Parts Return Policies in effect at Ohio CAT.

Revised June 2022

OHIO CAT PARTS WARRANTY INFORMATION:

Generally, warranty for parts purchased is 12 months from the invoice date as defined in the **Caterpillar Limited Warranty**. Parts Warranty covers defects in material and workmanship throughout the Warranty period once it has been installed. For complete warranty details, please view the [Caterpillar Limited Warranty information](#), or contact your Ohio Cat Parts Store for more details.

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