



## Return Policy



Our Parts Return policy is printed here for your review. To serve the best interests of all our customers, Sun State offers a liberal parts return policy, subject to the conditions listed below.

Please work with us to ensure that the parts you order are consumed, and returns will be kept to a minimum as not all products are eligible for return.

### •New Parts Returns – Normal stocking items.

Proof of purchase is customer's responsibility.

I.Parts returned within 45 days of date of purchase, will be considered at full purchase price, but could incur up to 25% restocking fee, provided they are factory sealed and in new, saleable condition.

II.Parts returned after 45 days of date of purchase, will be eligible to be purchased back from the customer at our discretion. Depending on the product, purchase price will start at a 35% restocking fee and increase from there.

### •New Parts Returns – Special order, non-stock items.

Proof of purchase is customer's responsibility.

I.Parts that are not stocked in our inventory will be credited at 25% restocking fee provided all criteria below are met.

II.Special order items must meet the following criteria:

A.Item value must exceed \$45.

B.Returned within 15 days of purchase.

C.Deemed returnable to the vendor.

III.Special order purchases with a value of less than \$45 are not returnable.

### •Freight Charges

I.Any freight charges incurred on special order items are the customers responsibility and will be deemed as non-refundable.

### •Exceptions to I and II.

I.Open items, not factory sealed, may not be acceptable for return.

II.All parts must be in new and saleable condition, in the original container and factory sealed.

III.Parts showing signs of having been mounted, deterioration or rust are not returnable.

IV.Electrical components are not returnable.

V.Materials cut to order are not returnable.

VI.Items that expire must meet requirements before credit can be given.

VII.All rejected parts will be returned to customer with a copy of their RGR with explanation of rejection.

### •Dirty Core Returns.

I.Full core value will be credited upon return within 30 business days.

II.Cores returned after 30 days, cores will be considered with a core chargeback, provided they are returnable to our vendor.

III.Cores must meet vendors core requirements, which are subject to change without notice.

IV.Cores must be in original packaging, with all plugs, caps.

V.Fluids not drained are subject to chargebacks.

### •Warranty / Defective Returns.

1.Original invoice must be provided.

2.Warranty paperwork must be filled out with detailed explanation of the failure upon return.

3.Must be in original packaging, with all plugs, caps and fluid must be drained.

4.Continued failure of same component is subject to review by warranty department prior to credit