

Costex Corporation
5800 NW 74th Ave.
Miami, Florida 33166
Telephone (305) 592-9769 Fax (305) 592-7355



Non-Defective Parts Return and Order Cancellation Policy

To Our Valued Customer:

Thank you for your order. We make every effort to provide you with the best service and highest quality product possible. If you are not pleased with your purchase, you may return it for a full credit according to the conditions stated below.

Adherence to the return procedures and cancellation policies will speed the process. Your cooperation on this matter is greatly appreciated.

Return Policy

Items to be returned are subject to the following:

- Gasket Sets, gaskets, chemicals & electrical parts are non-returnable and non-refundable.
- All items must have a return authorization number before being returned.
- All items must be in original packaging and original condition. We will not accept items that show signs of wear, installation, or use.
- All returned goods shipments must have prepaid freight.
- Returned items that are not sellable will be returned at customer's expense.
- Restocking fees of 15% will be charged on all items returned after 30 days from invoice date. If order is more than 100 line items, restocking fees of 7% will apply within 30 days of invoice date.
- No parts are to be returned beyond 60 days from invoice date.
- Special Orders for items not in stock (Loc.2) are non-returnable and non-refundable.

Order Cancellation Policy

- If we receive a cancellation request after your order has been accepted into our order processing system and we are able to physically accommodate your request, there will be no charges unless your order is for more than 100 items. In this case, a 7% re-stocking fee will apply to cover handling expenses.
- **Cancellations cannot be processed on their scheduled shipment day.**

Restocking Policy - Costex reserves the right to restock as well as charge a 15% restocking fee on all container orders which have been sitting in the warehouse for over 60 days.

Credit Card Charge Backs - You must return merchandise before you receive credit. A credit card charge back issued to us for unreturned merchandise is not acceptable.

Customer is responsible for all risk of loss and damage of products being shipped for return, exchange or replacement. Please fully insure return shipment in case of loss or damage. Please use a carrier that is able to provide you with proof of delivery such as UPS, Federal Express or DHL. This is for your protection as well as to ensure quick action on your return.

Lost Boxes

If you feel a box has been lost in transit, please call with the order or invoice number and a list of the missing items. A tracer will be initiated at that time. A claim number will be issued if the carrier does not show delivery within 10 days of the scheduled delivery date. Credit will be issued for the missing merchandise when we obtain the claim number from the carrier.

Refusing a Shipment

If we receive back a shipment that has been refused you **will be charged shipping in directions** (to and from you). No credit will be issued except against an exchange for other merchandise.

Damaged Merchandise

If a package sent via has been damaged in shipping and it is evident that the CTP tape, white plastic wrap or labels have been tampered with, **REFUSE** the delivery. If you have already accepted a package, and then discover that it has been damaged, **call us immediately** at 305-592-9769. Be sure to save all paperwork and packing material with the damaged goods. The carrier may wish to inspect it before processing the claim. Do not return damaged-in-shipment merchandise yourself. The additional packaging will jeopardize your claim and keep you from receiving credit for the return. View the picture below for CTP packaging sample:




Correct CTP Packaging:

CTP tape on top and bottom

White CTP labeled plastic wrapping

Return Procedures:

1. Please contact your CTP Sales Representative by telephone or email.
2. Your Sales Representative will send you a Merchandise Return Label with a Return Authorization Number (RA#).

 **Costex Tractor Parts**
Division of Costex Corporation

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MERCHANDISE RETURN LABEL

INSTRUCTIONS:


1. Print this page.
2. Write your return address in the space provided in the upper-left corner of the label, after the word FROM.
3. Cut out the Merchandise Return Label.
4. Securely pack the items to be returned in the box and include all required documents.
5. Affix the Merchandise Return Label securely to the package.

FROM:

Name _____
Address _____
City/State _____
Zip Code _____
RGA# 123456 _____


K123456

MERCHANDISE RETURN LABEL

 **Costex Tractor Parts**
Attn: Returns Processing
5800 NW 74th Ave.
Miami, FL 33166
USA

3. Print this label and fill out your return address in the space provided in the upper-left corner of the label.
4. Please include a copy of your invoice with the item(s) to be returned.
5. Mail package to the address that appears on the label.
6. Once your return is received and inspected, we will issue credit within five business days.

Online Return Procedures:

If the Return Request is filed online please follow the following instructions.

1. Print this page.
2. Write your return address in the space provided in the upper-left corner of the label after the word FROM.
3. Cut out the merchandise return label.
4. Securely pack the items to be returned in the box and include all required documents.
5. Affix the Merchandise Return Label securely to the package.

Cancellation Procedures:

1. Please contact your CTP sales Representative by telephone or email.
2. You will be given a cancellation verification number.