

FOX APPLIANCE PARTS OF ATLANTA RETURN POLICY

Due to recent changes in our vendors' return policies and a considerable trend of increased costs associated with processing returns, Fox Appliance Parts of Atlanta has felt it necessary to further define our Return Policy. We have developed this document and made it readily available, both on our website www.foxatlanta.com and in hard copy by request, so that our customers can be informed of our Return Policy.

NEW PARTS RETURN

1: All returns are subject to a minimum restocking fee of 15%.

Normal stocking items will not be charged a restocking fee, providing that the criteria listed below (items 2-8) are met. Normal stocking items need no prior approval, provided the criteria listed below (items 2-8) are met.

2: All non-stock/special ordered parts must have prior approval before being returned.

Most of our suppliers do not allow returns at all. Therefore, in most cases, nonstock or special ordered parts are not eligible for return. We urge you to have your customer pay for these items in advance, or insure your warranty call requires these items prior to placing your special order. If you wish to know the status of a part (normal stocking, nonstock/special order, etc.) please inquire prior to placing your order. In cases when we do allow a return on a nonstock part, there will be a minimum 20% restocking fee. Any nonstock part returned for credit without prior approval will be denied. We will not be responsible for freight charges if you want the part returned to you.

3: Requests to cancel non-stock/special ordered parts may be denied.

In order to cancel your order for a non-stock/special ordered part, we must be able to cancel with our supplier. If the item is in transit to us we may not be able to honor your request to cancel. In this case refer to item 2 above.

4: All returned parts must be new and unused.

Any item having been returned for credit that shows any signs of use or installation will be rejected. Items will be disposed of and no credit will be issued.

5: All returned parts must be in their original packaging.

Packaging must be in acceptable and resalable condition.

Packaging must be in its original factory sealed packaging. There should be no writing or markings on the packaging.

Any item not meeting these criteria will be rejected for credit or assessed a minimum 15% restocking fee, depending on the packaging condition.

6: All returns should be made within 30 days of date of purchase/invoice.

Items returned after 30 days will be subject to a minimum 15% restocking fee.
Items returned after 90 days will not be eligible for credit.

7: All returned parts should be accompanied by a completed Credit Request Form.

This form is available on our website www.foxatlanta.com or can be sent to you by request. It includes spaces to include necessary information used to process your return. You may choose to use your own form only if it includes the following information:

Company Name

Account number

Contact Name

Phone Number

Fax Number

Part Number(s)

Fox Invoice number, Order number or Shipment number.

Reason for return.

Any return not accompanied by completed form must include a copy of the invoice.

Any return not accompanied by completed form is subject to a minimum 15% restocking fee.

8: Customers with excessive returns are subject to a restocking fee applied to all returns.

Customers that return 10% or more of their purchases will be charged a 15% restocking fee on all returns. The return percentage is measured over a rolling 1 year period. This fee will remain in effect until the percentage falls below 10% for three (3) consecutive months

9: We will take responsibility for our errors.

We believe that our staff is among the most knowledgeable and experienced in our industry. We take great pride in our ability to provide you with the correct part for your request. In the event we fall short in this ability and you receive an incorrect part due to our mistake, we will be responsible for processing the return. If the incorrect part does not meet the criteria listed above (items 2-7), prior authorization is required for return. This will allow us to process your credit efficiently and identify areas for training and improvement.

SHIPPING DAMAGE

1: UPS Damage

In the event you receive an item that was damaged by UPS, please call our Parts Department to report the damage. The damage must be reported within 7 days of receipt. We will file a claim with UPS. UPS may elect to pickup the damaged item, so please keep the damaged item on hand along with the packaging until you receive credit from us or the item is picked up by UPS. We normally will not reship a replacement at no charge, but issue credit to your account.

Please note that there are several items such as glass cooktops, panels, tubs, etc. that are highly fragile and prone to damage when shipped UPS. We may elect to use a freight company to ship some of these items to reduce damage claims.

2. Freight Damage

If you receive an item via common carrier or truck line, you must file directly with the carrier.

We believe this document clearly explains our return policy. We recommend you keep a copy for future reference and distribute to your personnel affected by this policy. If you have a question concerning the return of a part you have purchased that is not covered above, please contact our Parts Department.

Thank you,
Fox Appliance Parts of Atlanta