



Parts Return Policy

Effective May 1, 2021

We understand that occasionally a part may need to be returned; and we are happy to accommodate your request. However, due to the restrictions, increased cost and penalties of returning parts to the manufacturer, please observe the following guidelines.

RETURNABLE

- Must be returnable to our supplier.
- Must be accompanied by proof of purchase from Hayden Machinery.
- Must be in new and in salable condition in original packaging.
- Must be returned no later than 90 days following date of purchase.
- Credit will be issued for invoiced value of part less applicable restocking & freight fees.

NON-RETURNABLE PARTS

- Parts designated as non-returnable.
- Parts not in the original packaging.
- Parts that have been removed from sealed packaging or have been installed.
- Parts that are damaged, causing them to not meet the manufacturer's criteria for a new part.
- Non-stock or special-order parts.
- All electrical components or parts that share the same categorization as their electrical counterparts (fuel pumps, wiring harness, etc.).
- Open PM kits or individual components, such as gaskets, seals, o-rings, bearings, etc.
- Literature such as parts books or service manuals.
- Fluids such as oil, chemicals or paint.
- Made-to-order parts or hoses.
- Discontinued or replaced parts.
- Unidentifiable items.
- Non-stock glass.
- Freight charges are non-refundable.

*All parts are subject to inspection and must meet the manufacturer's criteria for new parts. Customers will be contacted whenever any returns do not meet this classification and will be responsible for arranging pick-up of these parts. Hayden Machinery will hold any non-returnable parts for a period of no longer than 30 days from the date of contact and accepts no liability on any parts beyond this period.



HANDLING CHARGES FOR ACCEPTABLE RETURN PARTS:

- Stocked parts returned within 0-30 calendar days of purchase: No charge
- Stocked parts returned within 31-90 calendar days of purchase: 15%
- Stocked parts returned after 90 days will not be accepted
- Non-stocked parts returned within 0-30 calendar days of purchase: 15%
- Non-stocked parts returned after 30 calendar days will not be accepted

RETURN REIMBURSEMENT

Purchases made through a line of credit will be reimbursed as a credit on the account.

- Purchases made through a credit card will be credited back to the card used at the time of purchase.
- Purchases made by cash will be reimbursed as a credit.
- Purchases made by check will be reimbursed as a credit once the check has cleared.

CORE RETURN POLICY

Remanufactured Cores must be returned within 30 days to be eligible for core credit consideration based on manufacturer return guidelines.