

# Training and Warranty Program

## WARRANTY GUIDELINES

It is our goal to sell the best quality parts and back them with the full warranty coverage offered by each supplier. In general, our merchandise is covered by “limited Warranties” ranging from 90 days to limited lifetime. We will exchange or credit alleged warranty items you return.

The exceptions to this warranty coverage are:

- High performance parts – generally no warranty
- Batteries – We have a pro-rated adjustment program
- Equipment – Astro, Ammco Keysco Ingersol Rand, Solar, Sun Pro, Wilmar equipment and tools must be repaired or replaced by their factory authorized warranty and service depots.
- Tire Chain – No warranty if used

We furnish warranty tags, and we require a warranty tag on each item returned for consideration for warranty credit. The NOVCO warranty tag should be used on all items. We will not consider credit on warranty items without a filled out tag. Boxed wrong doesn't count for reasoning. The factories need more information or will refuse credit.

## CORE RETURN & CORE BANK GUIDELINES

Cores are returnable to us on all rebuilt lines. We maintain a core bank on each account on each line, and will only issue credit up to the amount of cores you have purchased from us in that line. We follow each supplier's policy as to any charges for damaged or incomplete cores. Cores must be fully assembled, drained of all fluids, and in manufacturer's original box in order to receive credit from the factory.

## RETURNED GOODS PROCEDURES

### NEW & WARRANTY RETURNS

All returns should be made under the following procedures to assure your full and prompt credit.

1. All returns must have a packing slip. A sample “New Merchandise Return Request Form”, “Core Credit Request Form”, “Shipping Discrepancy Request Form”, “Faulty Merchandise Credit Request Form” is attached for your reference.
2. Merchandise not in our supplier's current price lists will be “no value” and returned to you.
3. New merchandise and warranty returns must be shipped prepaid, or via night trucking. Returns of new, faulty, and core items **MUST BE WRITTEN ON THE Appropriate Return Form SEPERATELY!**

4. Opened gasket sets, opened carburetor kits, opened stock piston rings, and any items marked “not returnable if opened” on our original invoice will be refused for credit.
5. You will avoid any “reboxing” charges if the merchandise is in salable condition. We reserve the right to impose charges or refuse items which are not in clean, original cartons. Price stickers should be removed from all items.
6. Please list all warranty items on a separate “Faulty Merchandise Credit Request Form” and be sure all items have filled out tags attached.
7. We have established a line obsolescence schedule and request that you do your adjustment for that line in the month designated on the return guideline schedule.
8. Warranty returns involving labor requests for quality analysis may be made, and should be submitted directly to Missoula Warehouse, Attention Pat (PBE lines), Joe (Automotive lines) & Eddie (Office). We need the appropriate invoices, itemized claim and all necessary documentation, in addition to the normal warranty tag and rgn information. Not all of our vendors accept labor requests, so it would be a good practice to be as thorough and detailed as possible. Please see [Labor Guidelines Form](#).
9. It is our policy to process all returns made by the 15th of the month in time to be credited to your account on that month’s statement. Stock adjustment credits against “dating” orders will be “dated” with the same terms and pricing as the order.

## CORE RETURN PROCEDURES

### ALL OTHER CORES & REBUILT ITEM WARRANTIES

1. Please identify cores, itemize them on your “Core Return Form”, and return them fully assemble, drained of all fluids, and in the product cartons, we will process the return and credit them according to our factory guidelines immediately.
2. If you return unidentified batches of cores. Credit will be refused.
3. All core value decisions are subject to the vendor’s final evaluation.
4. If you have returned cores in excess of purchases on specific lines of cores not purchased from Novco, we will return the cores to you. You may return them when your purchases make up the deficiency. We reserve the right to refuse core returns from any account who has seriously exceeded their core return eligibility.