

Superior Engineering's Return Policy

Returns

Returning an Item

The items must be unused and in the same condition as it was received.

Please include the following Items with your shipment:

- Name and Address of the Dealership
- Contact Name
- Contact Phone Number
- RGA Number (if Applicable)
- Invoice Copy or Sales Order Copy
- List of Returned Items or notated on the Invoice Copy

Send Prepaid to:

- Superior Engineering
- 5033 Belton Hwy.
- Anderson, SC 29627
- Attn: Returns

Return Deadline

Returns should be made within 30 calendar days of the receipt of the item and will follow the refund policy listed in the following pages. If the return is after 30 calendar days, a standard 20% restock charge will apply across the board regardless of non-defective goods policy. No returns are accepted after 90 days.

Freight

If the goods were ordered and are not needed or were ordered incorrectly, then the buyer will send back the items freight prepaid. If goods are defective/problem goods, Superior Engineering Inc. will determine whether goods should be returned freight prepaid or by Superiors UPS number.

Issuing Credit

Upon receipt of material, credit will be issued at purchase price less the restocking charge and any freight charges and associated fees.

If the invoice has not been paid, Superior will credit the dealer and then the dealer applies that credit to the unpaid invoice.

If the invoice has been paid, a credit will be given and that credit will be applied to future invoices.

If the purchase was by Credit Card, a credit will be issued towards the credit card.

Any return product(s) deemed unusable for any reason by Superior Engineering, Inc. will be immediately disposed of and no credit will be issued

Superior Engineering's Non-Defective Goods Policy

Parts and Accessories

Normally Stocked Items - \$25 processing fee + all freight

Full credit for the parts will be issued returned within 30 days of receipt. A \$25 processing fee will apply which will be deducted from the credit amount. If freight was prepaid and added to the bill, the obligation to pay all incurred freight will be on the purchaser and credit will be adjusted accordingly. *Note: Having certain items on hand and ready for immediate shipment does not necessarily mean that these are normally stocked items.*

Non-Stocked Items – 30% + all freight

A 30% restocking fee will apply.

Non-Stocked Machined Parts - 50% + all freight

A 50% restocking fee applies. This includes special machined parts for non-standard models or lift truck modifications that are not stock items.

Manufactured Products

Standard Small Mechanical Items – 15% + all freight

Standard mechanical items are catalog items such as standard ram poles, standard fork extensions six inches wide and under and the telescoping boom model number TB-8. 15%

Standard Large Mechanical Items – 35% + all freight

Standard large mechanical items are catalog items such as ram poles over 3.5 inches in diameter, fork extensions over six inches wide, any coil ram, work platforms, fork frames, false carriages and any boom other than model TB-8.

Die Handler Attachments – No restock

Non-Defective Die Handlers are not returnable.

Roloader Attachments – Per below + all freight

Standard Roloader sizes from 18-24" wide and under 66.00" in length will require a **30%** restock

Special Roloader sizes over 24" in width or Longer than 66.00" will require a **50%** restock
Special design Roloader are non-returnable

Turret Master Attachments

Standard Turret Master Attachments with model number THG3-4848 can be returned. The stipulation is that the turret must not be worn and must be in excellent shape/like new conditions and should be under 10 hours of service for a **20%** restock fee plus a fixed frame fee of \$600 will be applied. The unit will be inspected and determination of usage will be applied by Superior Engineering. Any Turret over 10 hours or Turrets with a model number other than THG3-4848 will not be accepted for restock. For authorized returns, the unit must be removed, palletized, secured to the pallet, all hoses must be capped and freight prepaid F.O.B. Destination.

Special Designs – No restock

Any manufactured product that requires an approval drawing to accompany the order before manufacturing is not eligible for restock. If there can be modification done to the unit to make it useable, then Superior can address the appropriate charges and freight arrangements at that time.

Defective or Problem Goods Policy

Customer must call Superior Engineering, Inc. to receive an RGA number. Superior Engineering Inc. will determine whether goods should be returned freight prepaid or by Superior's UPS number. If necessary, replacement goods will be shipped upon receipt after inspection of return goods. Where necessary, credit will be issued for the full purchase price.