



WARRANTY & RETURN POLICY

IMPORTANT!!! THESE POLICIES & PROCEDURES ARE EFFECTIVE JANUARY 2016 AND SUPERCEDE ALL PRIOR NOTICES.

WARRANTY PRODUCTS

POLICY

The invoice price of any product supplied by SERVICE CHAMP which proves to be covered by our warranty will be refunded to you.

USER-FRIENDLY RETURN PROCEDURE

If you have a product(s) covered by our warranty, contact your SERVICE CHAMP Representative and inform them of the product(s) in question.

Pack the part(s) in question in a shipping carton(s) and seal it. SERVICE CHAMP will mail you a prepaid FedEx Return Label(s). Simply apply the label(s) to the shipping carton(s) and give the carton(s) to your FedEx driver at your earliest convenience.

There is a \$10 per shipping carton fee for all warranty returns. We encourage you to save up your products and return them just a couple of times per year.

FAST CREDIT MEMO

After our inspection of the part(s) and our approval that the part(s) are covered by our warranty, a credit will be issued to your account, at the pricing in effect at time of the return, less the \$10 per shipping carton.

STOCK ADJUSTMENTS

POLICY

Any product in good resalable condition may be returned for credit. All returns are subject to a 20% restocking charge without exception.

No credit will be issued for parts which are;

- In non-resalable condition (including packaging which has been soiled, written on, or faded, as well as product not in their original packaging).
- Are no longer sold by Service Champ (only items listed in the 2016-2017 SERVICE CHAMP Product Catalog are valid for return).
- In less than their original package quantities (for example, a case of Oil System Cleaner needs to return as a full case. Partial cases are not valid).
- Special order products.
- Not sold to you by SERVICE CHAMP.
- A general rule to follow when submitting your return:
"If it is not an item that you would accept when buying it as a new item, then please do not return it."

SERVICE CHAMP will pay for the return freight for Stock Adjustments which are within 5% of your prior year's purchases (example: \$8,000 in prior year purchases entitle you to a \$400 Stock Adjustment). On any Stock Adjustment which is greater than 5% of your prior year's purchases, a freight cost of \$30 per shipping carton (in addition to the 20% Re-Stocking Charge) will be deducted from the credit memo.

USER-FRIENDLY RETURN PROCEDURE

Contact your SERVICE CHAMP Representative and inform them of the exact part numbers and quantities you wish to return along with how many shipping cartons you are returning.

Stock adjustments can be made four times per year in the months of February, May, August and November exclusively.

SERVICE CHAMP will mail you pre-paid FedEx Return Labels. Simply apply the labels to the shipping boxes and give the boxes to your FedEx driver at your earliest convenience.

A written Return Goods Authorization (RGA) is required before any product can be returned to SERVICE CHAMP. Returns made without an RGA are subject to a handling charge of 50% or more.

FAST CREDIT MEMO

A Credit Memo only (to be applied to future purchases with SERVICE CHAMP) will be issued for all products meeting our Stock Adjustment Policy at the pricing in effect at time of the return.

All invalid products as outlined in our POLICY above will be discarded at SERVICE CHAMP and will not receive any credit. The invalid products will not be returned.

It is your responsibility to review your return to insure that it meets the guidelines of our policy prior to returning parts to SERVICE CHAMP. Again, invalid products will be discarded at SERVICE CHAMP and will not receive any credit.