

Address:  
**464 Central Road**  
Fredericksburg, VA 22401-7096  
[www.webequipment.com](http://www.webequipment.com)

**WEB EQUIPMENT®**

**Forklift Specialists For 30+ Years**

**PARTS • SALES • SERVICE**

Telephone:  
(800) 225-3858  
(540) 656-2422  
Fax: (540) 656-2427

## 15 Day Full Refund Policy

**WEB Equipment will issue a full refund to any customer who notifies us that they wish to return parts within fifteen (15) days from our invoice date with the following provisions and exceptions:**

- A. Prior to returning the item(s), your shipping/parts department must call our parts department and be issued a return authorization number.
- B. Your shipping department personnel must safely package the item(s) to be returned and **clearly note** the return authorization number on the outside of the package.
- C. A copy of the original invoice or packing list from WEB Equipment must be included with the return for identification purposes.
- D. All returns must be shipped freight prepaid. The customer is responsible for the cost of the return freight of the part(s).
- E. Any return not marked with an RMA# and having a copy of the invoice or packing list may be refused or shipped back to the customer.
- F. Please include a statement of the reason for return (wrong part, too many shipped, etc.)
- G. There will be no refund on freight such as Next Day, Second Day or 3<sup>rd</sup> Day Select. These methods are upgraded options.
- H. Parts must be received back in our warehouse within 30 days after issuance of an RMA#.
- I. **No returns are allowed on:**
  1. Service manuals
  2. Any electrical parts including starters, alternators, gauges, switches or wiring harnesses
  3. Special order items
- J. **Requests made after the initial 15 days and up to 30 days will be subject to a 30% restocking fee.** No parts return requests will be accepted after 30 days from the date of our invoice.

If you have any questions regarding this procedure please give us a call at 1-800-225-3858.