

Return Policy

DEFECTIVE PRODUCTS

POLICY

The invoice price of any product supplied by COMPLETE LUBE SUPPLY which proves to be defective will be refunded to you.

PROCEDURE

If you have a defective product(s), contact your Account Manager or Customer Service and inform them of the part(s) in question. Pack the part(s) in question in a shipping box and seal it. COMPLETE LUBE SUPPLY will arrange for pick-up of the part(s) and confirm pick-up details with you.

CREDIT

After our inspection of the part(s), a credit will be issued to your account at the pricing in effect at time of the return.

STOCK ADJUSTMENTS

POLICY

Any product in good resalable condition (which means the condition you would be satisfied with if you were to purchase it again) may be returned for credit. All returns are subject to a 15% restocking charge without exception.

No credit will be issued for parts which are in non-resalable condition, discontinued, in less than their original package quantities, special order products or which were not sold to you by COMPLETE LUBE SUPPLY.

Returns are limited to 5% of the previous year's purchases and may require an off-setting order. (Any return allowance not used may not be carried over to the next year.) No return allowance in first year.

PROCEDURE

Contact your Account Manager or Customer Service and inform them of the exact part numbers and quantities you wish to return.

A written Return Goods Authorization (**RGA**) is required before any product can be returned to COMPLETE LUBE SUPPLY. Returns made without an RGA are subject to a handling charge of 25%.

CREDIT

A Credit Memo only will be issued for all products meeting our Stock Adjustment Policy at the pricing in effect at time of the return.

All invalid products (such as non-saleable, discontinued, less than full package quantity, or not sold to you by COMPLETE LUBE SUPPLY) will be discarded at COMPLETE LUBE SUPPLY and will not receive any credit.

It is your responsibility to review your return to insure that it meets the guidelines of our policy prior to returning parts to COMPLETE LUBE SUPPLY.