



## MATTHEWS BUSES NY SHIPPING POLICY

Free shipping on orders of \$150 or more on complete orders. An additional shipping charge will apply for all backordered and non stocking parts. Orders will ship by Matthews's Buses choice of ground or freight carrier. Critical charges are the responsibility of the customer, Matthews Buses is not responsible for any delay due to shipping or carrier situations. Parts damaged by carrier in transit must be accepted and noted with carrier at time of delivery, and Matthews must be notified immediately of damage. Matthew's Buses must be notified of any shortages and discrepancies at time of delivery.

**\*\*\*FREE SHIPPING EXCLUDES OVERSIZED/OVERWEIGHT ITEMS FREIGHT CHARGES MAY APPLY\*\*\***

Replacement of defective parts will be performed in accordance with manufacturer or vendor's warranty policy. Matthew's Buses makes no guarantee outside of manufacturer's warranty.

## Parts and Core Return Policy

- I. Return Criteria for New Parts
  - A. Non-Thomas/Freightliner parts sourced from other vendors such as but not limited to Ricon, Braun., Champion, Cat, etc. returned for credit will be subject to the specific vendor's return policy if returnable to the vendor
  - B. Parts that are considered obsolete will not be considered for credit.
  - C. Parts purchased on either co-op or annual bids are ineligible for returns. Parts must be purchased through Matthews Buses NY.
  - D. Parts must be returned within 30 days of the date purchased to be considered for credit. Eligibility for credit will be determined on a case-by-case basis. Parts are subject to a 20% restocking fee less shipping charges.
  - E. All returns must have approved Rma# and a copy of original purchase invoice attached.
  - F. Hoses, Glass, MTO (Made To Order), Chemicals, paints, tools, software, consumables, soft trim and Electrical products are not returnable for credit.
  - G. Parts sold in sealed packages (seal kits, gasket sets, and minimum pack quantities, etc.) are non-returnable if seals are broken.
  - H. Parts must be current part number, unused, uninstalled, in original packaging and in resalable condition to be considered for credit
- II. Return Policy for Remanufactured or Exchange Cores
  - A. A. Customer will receive the maximum **Allowable Credit**<sup>1</sup> for cores returned within 90 days of purchase.
  - B. Cores returned after 90 days from purchase will be considered for credit on a case-by-case basis.
  - C. All cores must be clean and drained of fluids and in original manufacturers packaging and are subject to inspection. Credit will be issued by accordance to the manufactures guidelines.
  - D. Cores must complete and unaltered or disassembled and free of excessive grease and oils.
  - E. Cores purchased 180 days or older from original invoice date are not eligible for returns

<sup>1</sup>The amount of credit allowed (Allowable Credit) shall be determined in accordance with the standards set forth in the Manufactures Core Acceptance Guide of Freightliner Corp. and associated vendors.

Customer assumes responsibility to return cores to Matthews Buses in a timely manner.

A UPS return label can be issued at customer's expense at time of purchase for any returns including cores but does not guarantee eligibility or credit issued.

