

PARTS RETURN POLICY

We understand that sometimes a part may need returned and we are happy to accommodate your request. Parts in like-new condition may be returned within 90 days with proof of purchase unless listed as non-returnable on the packaging. The following guidelines for returning parts will assure proper and timely credit.

Hyster-Yale Parts (Original Equipment Manufacturer)

- Returns are subject to a 20% restocking charge.
- Parts books and service manuals are not returnable.
- Remanufactured cores must be returned in their original container within 90 days of purchase and meet core inspection criteria to be eligible for credit.

Other Aftermarket Parts

Subject to the terms of that supplier's return policy, less freight and restocking charges. Please contact us for specific policies.

Reimbursement Method

Returns will be reimbursed in the same method of the original purchase.

1. Purchases on a Customer account will be credited to the account.
2. Purchases by cash or check will be refunded by check. Normal processing time for check refunds issued is 10 working days.
3. Credit card purchases will be refunded on the same card used for purchase.