



Kubota Engine Dealer Program Type: Authorized Full Service

"Returns" Policy

Parts and Engines may be returned under the following conditions:

- ◆ **All** Returns require an RMA number and a copy of the original EPI packing list or invoice.
- ◆ Claims for returns must be made within 30 days from invoice date of original order.
- ◆ Claims for product shortages must be made within 48 hours from receipt of the order.
- ◆ Part returns due to 1) errors in ordering, or 2) customer order cancellations, may, at Engine Power's discretion, be returned subject to a 20% restocking charge.
- ◆ All return parts must be new, unused, in good saleable condition, and in the original unopened package. Packages should not have any external markings other than those of the manufacture. Parts removed from assemblies or engines are not returnable.
- ◆ Returns must be shipped freight prepaid.
- ◆ Parts supplied incorrectly due to our error in labeling or packaging may be returned without a restocking charge.
- ◆ Transportation damage is the responsibility of the receiver. Transportation damage must be identified at time of receipt, noted on the bill of lading with the carrier, and pictures of packaging and damage product taken.
- ◆ **Special Ordered Items, rubber parts, gaskets, literature, hardware, superseded parts** and **electrical parts** cannot be returned.

RETURNS WILL NOT BE ACCEPTED WITHOUT AUTHORIZATION FROM EPI.