



400 Production Court, P.O. Box 667
Elizabethtown, KY 42702-0667
Tel. (800) 538-1447
Fax. (270) 737-1857
www.ihicompactexcavator.com

RETURN POLICY:

You may return or exchange most parts sold by Compact Excavator Sales, LLC within 30 days of delivery for any other product of equal value or issued a credit for the purchase price. If a return is made beyond the 30 day purchase date, you may be entitled to a credit of the original purchase price less a restocking fee of 20%. We cannot refund shipping and handling charges incurred at the time of purchase regardless of the purchase date. However, we will pay the return shipping costs if the return is a result of our error.

Returns will be handled in the following manner:

- The customer is to COMPLETELY fill out the Return Authorization Number Form and send it to the RMA Department via: 1) Fax to 270-737-1857 2) Save the form to your computer and email it to bgant@ihicompactexcavator.com. The RMA form is available for you to download at www.ihicompactexcavator.com/customerservice.asp
- **Upon approval**, the customer will be notified and assigned an RMA number with return shipping instructions.
- Please write the RMA number on the outside of the package and ship to:
 - Compact Excavator Sales at: 400 Production Court Elizabethtown, KY 42701
 - (All returns must be assigned an RMA number from the RMA department or the delivery of such items will be **refused**.)
- Compact Excavator Sales, LLC will not issue a refund or credit until the returned product has been processed and validated.
- Please note that all returns received after 30 days from the purchase date are subject to a 20% restocking fee.
- If the RMA is **not approved**, the customer will be notified with a reason(s) for rejection.

We **cannot** accept returns or exchanges of certain items, including:

- Any item that is sold in "As Is" or "Used".
- Any item that is not in its original condition, damaged, or missing parts.