

# **Return Parts Policy**

Update October, 2011

Due to continued strict factory parts return policies and the fact that many manufacturers do not allow returns. Also, due to continued increased volume of non-stock, warranty and damaged parts for return; Fox Appliance Parts of Macon feels it important to update you on our return policy.

**We would like to thank those of you who have adhered to and followed our guidelines since our last update. By doing so, you have received your credits in a timely manner, kept your restocking fees to a minimum and kept the possibility of future restocking fee increases from occurring.**

The guidelines for our return policy remain very much as they were since the last update on February of 1999. They are as follows.

**1: All returns are subject to a minimum restocking fee of 25%.**

Normal stocking items will not be charged a restocking fee, providing that guidelines 2 – 8 are followed.

All non-stock items (if returnable) are subject to the minimum or higher (manufacturer) restocking fee.

GE – 25%

Dacor, Viking, Bosh – 35% restocking fee.

Electrolux, Whirlpool – Non-stock parts are not returnable.

**2: All damage claims must be made within 7 days of receipt of shipment.**

Fox Appliance Parts of Macon, Inc. is not responsible for damage to items made by the shipment carrier. Any part/s credit request or return for damage past the seven-day period will be rejected. Our primary shipper is UPS (for small shipments) and AAA Cooper (for large shipments). All damage claims as a result of shipping damage should be submitted to the shipping carrier first, for shipping damage. You should note or outright reject any shipment you feel may have been damaged in transit. We also suggest that you note the damage on any shipping documents prior to signing for the shipment. It is also recommended that you submit to us a damage claim via our credit request form (within the seven days) in the event you initial claim with the carrier is rejected. Be sure to note that you have filed a damaged claim with the carrier noting the damage occurred in shipment. Please note that large panels, glass, cooktops etc. are highly prone to damage when shipped via UPS. For this reason we have started to ship these items via AAA Cooper as of August 1, 2003.

**3: All part/s returns must be accompanied by a copy of/number of, invoice or order number from purchase**

To insure your credit is posted to your account and to avoid rejection of credit due to a previous credit being issued to a given invoice. We urge you to keep records of and copies of your packing list and/or invoices and submit these copies with your credit request. Often times credit is rejected on a return part due to credit already having been issued to a particular invoice or packing number. And in many cases we receive parts for return with no information or correspondence with the shipment.

**4: All parts returns should be returned with a Credit Request Sheet.**

Credit request sheets are available online (please see link above).

Credit request sheets should be filled out as completely as possible. Reasons for return should be noted in detail. A guideline has been included at the bottom of the credit request sheet. Please be as detailed as possible. **Failure to include a filled out, credit request sheet, with your return parts could result in a minimum restocking fee of 15%, or outright rejection of you credit request.** If parts are damaged or missing items, these particulars should be noted on the credit request sheet.

**5: All parts must be returned to our main warehouse location (Macon) within 30 days from date of purchase.**

Fox Appliance is not responsible for the cost of the return freight or original freight for parts returned for credit. We suggest that you return parts via the method you feel most comfortable (parcel post, UPS, FEDEX or other carrier), and urge you to keep tracking information for these shipments. Fox Appliance is not responsible for lost or damaged returns with your shipment carrier.

**6: All non-stock/special ordered parts are non - returnable.**

**7: All returned parts must be returned new and unused.**

Any item having been returned for credit that has been installed or used will be rejected for credit. Items will be disposed of and no credit will be issued.

**8: All returned parts must be in their original packaging.**

Packaging must be in an acceptable and resalable condition. Packaging should be unmarked. Please do not write on the original packaging. Packaging should be (as it was shipped) factory sealed, unmarked etc. any item not meeting these criteria will be rejected for credit or assessed a higher restocking fee.

Fox Appliance Parts of Macon, Inc (Athens & Albany) appreciates your understanding and adherence to our return policy. We regret that such stringent return restrictions must be administered. It is important to understand that our policy is modeled after those policies of our vendors. We urge you, if you do not already have your own return policy, to formulate your own. We also recommend that you have your customer/s pay for special order parts in advance.

Where possible we make every attempt to keep the restocking fees on returned parts to the smallest amount possible.

We recommend that you make copies of this return policy and distribute to those personnel in your organization. Make sure they follow the guidelines listed. We cannot be responsible for rejected credit request and/or restocking fees due to errors that may occur if you have not shared this information with them.

We will continue to update our policy and address individual issues as needed. Future updates, as well as, commonly asked questions and answers can be found on our web site at [WWW.FOXMACON.COM](http://WWW.FOXMACON.COM) under the new WARRANTY/RETURN ICON. Copies of credit request and other forms relating to credit returns etc... can be found here also.

Again, we would like to thank those of you who have and continue to follow and adhere to our return policy. As previously mentioned, it has allowed us to issue your credits in a more timely fashion, and reduced your restocking fees. If you should have any questions, or comments regarding this issue, please feel free to contact Kathy, or myself via the methods below.

Kathy Wood

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Denny Fox

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Please be sure to include your name and phone number, with any issues as well as with any credit request returns, so that we may contact you if needed.

Thank You,

Denny Fox  
Kathy Wood