

SNORKEL PARTS RETURN POLICY

Acceptable forms of request for Return Material Authorization (RMA) are a copy of the packing slip or the original invoice, with a detailed reason for the return. Please include a contact name, telephone number, fax number and e-mail address (if available).

The warehouse must receive all authorized parts returns within 30 days of the parts customers' receipt of the RMA. Parts not received within this 30-day period will be cancelled from the RMA.

Parts ordered in error or not needed for a repair

An RMA request must be submitted to Snorkel parts customer service with proper documentation (invoice or packing slip) within thirty (30) days from receipt of shipment.

- The parts customers request will be evaluated to determine if part(s) are returnable. Upon receipt of the RMA, material must be shipped freight prepaid to Snorkel parts warehouse, accompanied by the RMA packing list (Collect shipments will be refused).
- The RMA number must be clearly marked on the outside of the package (packages not marked with the RMA number will be refused).
- A \$100 minimum net price will be required for returns.
- Upon receipt, inspection and acceptance of the parts, credit will be issued (based on the net invoice amount less a 25% restocking charge).
- No allowance will be made for freight charges.

Shipping errors by Snorkel Parts

A return material authorization (RMA) request must be submitted to Snorkel parts customer service with the proper documentation (invoice or packing slip) within ten business days from receipt of shipment.

- Upon receipt of the RMA, material must be shipped as directed on the RMA to the Snorkel Parts warehouse, accompanied by the RMA packing list. (Collect shipments will be refused).
- The RMA number must be clearly marked on the outside of the package (packages not marked with the RMA number will be refused).
- Upon receipt and inspection of the part(s), credit will be issued for parts (based on net invoice amount) and applicable freight charges. No restocking charges will apply.

Parts damaged in transit is responsibility of freight carrier

- Claims to be filed with Freight carrier for damages.