



Annual Return Policy for Genuine Permco Parts

Permco prides itself on delivering high quality products that meet your needs. We also understand you may occasionally find yourself with a surplus of goods or product. As part of our ongoing Customer Service support, we gladly accept returned Permco parts in good physical and working condition. Please help us make the return process as smooth as possible by following the steps below.

1. Contact Permco's Customer Service Department to request authorization by emailing a list of parts for consideration in excel format. A Permco representative will determine which parts are eligible for return.
 - **email:** returns@permco.com
 - **phone:** 330.626.2801
 - **fax:** 330.626.2805
2. Permco will issue a Return Goods Authorization (RGA) for eligible parts.
3. Return the parts freight prepaid, in their original packaging within 30 days of authorization. Please include a copy of the eligible parts in the return. **Permco RGA number must be clearly written on exterior of all shipment packages as well as on any packing lists or paperwork.**
4. Upon receipt, Quality Assurance will inspect the parts for damage and acceptability. If acceptable, credit will be issued less a 25% restocking fee. The restocking fee is waived with an offsetting order of equal or greater value.

Conditions to note:

- A. Used parts are not acceptable for return.
- B. Assembled pumps, motors, flow dividers, specialty items, ported castings, soft parts (seals, gaskets, O-rings, backups, etc.), and small parts (dowel pins, snap rings, fasteners, keys, etc.), are not acceptable for return.
- C. Parts must be less than 24 months old.
- D. You may return items once every 12 months.
- E. Value of the returned items cannot exceed 2% of your prior 12 months' purchases.

Thank you for giving Permco the continued opportunity to provide you with high quality products and customer service. "With Permco it's Personal!"

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