

T/A Powertrain LLC

Return Policy

Part Returns

We cannot accept merchandise returned without an original invoice. All returns must be made within 30 days of the date of the original invoice, there will be a 15% restocking charge on all merchandise returned due to customer error. Special order parts are not returnable.

All credit invoices/memoranda and other account credits may be applied solely to future purchases of merchandise or services from T/A Powertrain LLC. All credit invoices/memoranda and other account credits shall expire and will no longer be redeemable one year after the date of issue.

Core Returns

Customers that have been invoiced a core charge in conjunction with an invoice for a unit remanufactured by T/A Powertrain LLC may return the old core (and will be picked up, upon request, by T/A Powertrain's trucks), subject to the following:

- (1) The customer must return with the old core a copy of the original invoice indicating a core charge in conjunction with a remanufacture unit;
- (2) Only used cores identical in type to the replacement core will be accepted; and
- (3) T/A Powertrain reserves the right to reject any returned used core if, upon inspection, it does not meet T/A Powertrain's standards for the condition of returned cores.

The maximum amount of any credit issued for properly returned used cores will be the amount of the core charge on the original invoice for the remanufactured unit. T/A Powertrain reserves the right to apply deductions to any such credit based on the condition of the returned core.

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