



Return Policy and Procedure

Standard and Non-Standard Parts

The following Return Policy and Procedure is the only return policy for PRT. Standard parts vs Non Standard parts are treated differently within the PRT system.

1.0 Parts Definition

1.1 Standard Parts Definition – PRT identified parts that provide universal solutions for the waste industry. These parts are stocked and shipped within 24 hours and can be found in PRT's catalogue.

1.2 Non Standard Parts Definition – Parts not identified in PRT's catalog and do not ship within a 24 hour period.

2.0 Introduction

2.1 Returns are treated on an individual basis. We do not have an open return policy but we understand there are exceptions where a return may be warranted.

2.2 A return must be approved by a PRT Customer Experience or Sales employee.

2.3 Product being returned must be in original packaging and in the condition it was received initially.

3.0 Eligibility

3.1 Returns will only be considered for items that were shipped within the last 30 days for Standard Parts

3.2 Non-Standard Parts (non-stocked/sourced) are not eligible for returns unless they were shipped in error by PRT or a PRT agent.

4.0 Return Method

4.1 Please contact your PRT Customer Experience representative to initiate a return.

4.2 Please have the Purchase Order Number or Sales Order Number that the parts were originally received on available at time of call or email.

4.3 A Return Order # will be provided that must be included with the paperwork for the return shipment.

4.4 Once the product is received at PRT, inspected and returned to stock then a credit will be issued for the return.



5.0 Return Freight Responsibility

5.1 If the product was shipped in error by PRT then PRT will pay for the return freight.

5.2 If PRT is paying for the return freight then coordination of the pickup and selection of the freight company will come from PRT. Return shipments sent back that are organized by the customer using their freight company will NOT be reimbursed.

5.3 If the product is returned due to another reason other than mis-ship then the customer is responsible for the freight cost.

5.4 Customer can either coordinate their own return shipment or PRT can organize the return shipment and deduct the freight cost from the customer's credit once the product is received and inspected.

6.0 Invoice & Return Payment

6.1 Upon receiving a return bill of lading (LTL) or return label (UPS Ground returns) the customer will have a total of 40 days from the date of receiving either document before invoicing for the return part/parts are initiated. (Please see 3.1 for return timetable)

6.2 Net terms accounts will have return payment applied to open invoice balance or credited to account for future use. Credit Note will be documented and sent to customer for reference.

6.3 Credit card accounts will have return payment applied to open invoice balance or credited to the credit card used for original purchase.