

# Bay Auto Parts, Inc.

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# Sharp Auto Parts, LLC

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## **RETURN POLICY**

### **PLEASE GIVE THIS NOTICE TO YOUR SALESPEOPLE/PURCHASING AGENTS FOR THEIR INFORMATION.**

Our return policy with regards to defective merchandise, wrong merchandise, lost sales, cores, etc. is as follows:

1. Please open packages and inspect the merchandise immediately upon receipt. Should the merchandise seem to be damaged and the packaging is damaged, note "damaged" on the bill of lading and refuse delivery. Should you discover later that the merchandise is damaged, **save the original packaging** and contact our salesperson. We may be able to file a damage claim with the freight company.
2. Please call our office and ask for the salesperson who processed your order to arrange for the return of any merchandise. We will need your company name, person to contact, invoice reference number, and the reason the merchandise is being returned. Should additional information be needed we will request it at the time of the call or contact you later. Please insist that the salesperson give you a **Returned Merchandise Authorization Number (RMA#)** at this time. Your sales person will provide you with the work order number for the return which we use as the RMA#.
3. C.O.D. shipments - should you receive items which are damaged, wrong, etc., we will attempt to stop your check from being cashed. Your assistance in contacting us immediately will help keep your check from being cashed when it arrives at our office. Replacement merchandise can usually be supplied. We can hold cashing the check until the replacement merchandise is supplied.
4. All returns must be accompanied by a **Returned Merchandise Authorization Number (RMA#)**. Please contact our salesperson to obtain that number. We cannot guarantee a credit or refund without the RMA# clearly stated on the package. You may also wish to keep the RMA# in you records should any problems need to be resolved. Your sales person will provide you with the work order number for the return which we use as the RMA#.
5. Freight charges on core returns are the responsibility of the customer. Our salesperson will be happy to quote a delivery charge for core returns we may be able to pick up. Please contact our salesperson for more information.

These policies and procedures have been set up so that we are able to correct any problems quickly and efficiently. This corresponds to our commitment to providing excellent quality in our merchandise as well as our service all of our customers. We appreciate your assistance in letting us serve your needs to the best of our ability.