



Tidewater Power Equipment Company

TPE ANNUAL PARTS RETURN 2020

Greetings,

Tidewater Power is pleased to offer you this once-a-year opportunity to return parts that have accumulated in your stock for a variety of reasons – customer cancellations, incorrect parts orders, parts overstocked, etc.

Using the attached guidelines, you may submit a request for an RMA from Paul Simmons by emailing to psimmons@tpeco.com, or fax to 800-288-8953 and mark it RETURNS.

Any parts coming to us without an RMA will be returned at the dealer's expense, including additions to an RMA. You may leave items off your authorized return. Contact Paul to make additions to your RMA.

Return shipping charges are at the dealer's expense. Once approved, parts should be packed well and shipped with the box(es) labeled with the RMA number on the outside. Include a copy of the RMA with the shipment and send to the address below.

Tidewater Power Equipment Co.
Attn: Annual Parts Return
3760 East Virginia Beach Blvd.
Suite A
Norfolk, VA 23502

Please read the guidelines carefully. Each year we get back parts that cannot be credited due to improper labeling, having been installed, not in new condition, very old and worn packaging, small hardware, parts not on the RMA, etc.

Please contact Paul Simmons at 757-352-2367 or via email at psimmons@tpeco.com with any questions.

Thank you.

CORPORATE OFFICE

3760 E. Virginia Beach Boulevard • Suite A • Norfolk, VA 23502
Toll Free: 800-825-4300 • Local: 757-464-1755 • Fax: 800-288-8953 • Local: 757-464-2054
www.tpeco.com

TPE Annual Parts Return Guidelines (2020)

- Only dealers who have purchased a minimum of \$250 in parts during the current calendar year may participate.
- The maximum allowable amount of return parts will be 10% of the Dealer's 2020 parts purchases. The 10% figure can be obtained by contacting Paul Simmons. Contact information below.
- The dealer must furnish TPE with a list of parts to be approved before returning any parts. TPE will issue an RMA (Returned Merchandise Authorization) number and list with the part numbers and total credit to be given. **Once the RMA is issued, parts may not be added to an RMA**, unless requested to Paul prior to shipping. A copy should be included with the parts return **with quantities verified (no additions unless approved)**.
- **Deadlines: Annual Parts Returns requests can be sent to Paul during November and December. The return request must be received at TPE no later than December 31, 2020.** Once an RMA is issued, the dealer has 30 days to return the parts.
- Pricing for credits will be based on current dealer price or last sale price of the part to the dealer, whichever is less. **Parts with no sales history to the dealer requesting the return will incur a 25% restock fee.**
- A 15% restock fee will be assessed for special ordered and non-stock items, defined as less than 3 sales per year by TPE.
- No credit will be issued until parts have been inspected.
- Any parts that cannot be returned to the manufacturer will be shipped back to the dealer at the dealer's expense.
- Parts may not be returned which are:
 - Discontinued, superseded, or not in the current price list
 - Not in TPE sales history – never sold by TPE
 - Parts not sold by TPE in the last 5 years
 - Parts not in new condition (rusty, dirty, dusty, boxes damaged)
 - Not in original OEM packaging (unless repackaged by TPE)
 - Parts that don't have the TPE part sticker or OEM part number attached
 - Dealer purchase price < \$1
 - Tools, net price items, and manuals
 - Items in very worn, aged, or damaged packaging
 - **Parts marked on in any way, including price stickers, magic marker, or customer names. Remember this for future reference.**
 - Electrical parts (OK if never opened and in sealed OEM package)
 - Lubricants such as oil, paint, aerosols, and sealants
 - **Parts removed from engines or equipment**
 - Parts that show evidence of being mounted, even if not used
 - Parts removed from a kit (mulch kits, for example)
 - Re-boxed kits (not in original OEM boxes)
 - Opened gasket sets
 - Parts with a limited shelf life such as gaskets, decals, and rubber items.
 - **Painted parts where the paint is damaged!**
 - Miscellaneous hardware items (nuts, bolts, screws, washers) unless dealer cost is over \$1 and are stocked items
 - Labels, step treads, anything with a sticky backing
 - **Honda parts with dealer net <\$5 unless stocked at TPE**

◆ **Honda carburetors policy– the dealer must return any unwanted carburetor within 30 days of purchase! Only unopened carburetor packages will be accepted beyond 30 days.**

Hustler-specific Guidelines – Hustler has some specific guidelines that may govern whether we decide to accept certain items for return. Hustler will not accept for return:

- ◆ All hardware – all nuts, bolts, washers, screws, fittings, etc. TPE may accept if we stock the item.
- ◆ Open kits or parts from a kit – TPE will inspect all opened kits
- ◆ **Parts removed from a mower**
- ◆ Parts that have been installed
- ◆ **Parts that have a net dealer cost <\$10.** TPE may accept if we stock the item.

- Parts must be returned freight prepaid.
- If you have any questions, please call Paul Simmons at 800-825-4300 or 757-352-2367; or you can e-mail me at psimmons@tpeco.com.
- **SHIPPING ADDRESS: 3760 E. Virginia Beach Blvd., Suite A, Norfolk, VA 23502**