



## Return Policy

Updated 3-5-2021

### **\*\*\*PLEASE READ\*\*\***

- **Contact Empire for a Return Material Authorization number (RMA) prior to the return**
  - **RMA must be clearly marked or attached to the carton for proper credit to be issued**
    - **Customer is responsible for all return freight charges**
  - **Non-Stocked Items will be returned to the factory. Restocking fees are determined by each vendor and will be deducted from the credit memo.**

### **Equipment**

- Empire Equipment Company will issue credit (less **10%** restocking fee and original freight) for all new and unused equipment returned undamaged in its original crate/packaging and within **30 days** from the date of invoice.
- Special ordered equipment does not apply.
- Any new, unused and undamaged equipment returned after **30 days but less than 180 days** from the date of invoice will be issued credit less **15%** restocking fee and original freight.
- No returns are accepted after **180 days** of invoice.
- Any new, unused and undamaged equipment that is returned will be credited, less the original crate/packaging and a 10% restocking fee as well as original freight and repackaging). The minimum repackaging cost is \$50.00.
- Please note – This return policy **does not apply to freight damaged equipment**. It is the responsibility of the receiver to inspect inbound freight and file the appropriate claim with the delivering freight carrier.

### **Parts**

- Empire Equipment Company will issue credit (less **10%** restocking fee and original freight) for all new and unused parts returned, undamaged in its original packaging and within **30 days** from the date of invoice.
- Any new, unused and undamaged parts returned after **30 days** but less than **180 days** from the date of invoice will be issued credit less **15%** restocking fee and original freight.
- No returns are accepted after **180 days** of invoice.
- No returns will be accepted for special ordered items or electrical parts.

### **Defective Replaced Warranty Parts**

- Note: Not all parts replaced during the repair of equipment require returning to Empire before credit is issued. If unsure which parts qualify, please contact our Parts/Warranty Department.
- Defective Warranty parts must be accompanied with a WCF (Warranty Claims Form) along with the defective parts and service invoice. They must be returned to Empire Equipment Company within fifteen (**15**) days from the date of service to be eligible for parts and labor reimbursement. Incidents of failure that do not require the replacement of parts must be explained in sufficient detail on the service invoice to identify the reason for failure.
- Shipping charges incurred returning parts to Empire Equipment Company are the responsibility of the purchaser.