



info@SidneyAttachments.com

Product Returns

Product being returned for any reason must be approved prior to shipment by Sidney Customer Service. Prior to returning any Product, sender shall first contact Sidney and request a "Return Authorization (RA) Number" so the name and place of potential return or repair can be determined. To initiate a return, contact Sidney's Customer Service Team at **913-495-4803** or via email at Info@SidneyAttachments.com

All returns must be shipped Pre Paid with the RA Number prominently displayed on the Bill of Lading and/or Packing Slip. Non-pre-paid returns, or returns without an RA number will be refused at the dock. Unauthorized returns may be reshipped to the customer freight-collect. Items not returned within thirty (30) days of the issuance of the Return Authorization will not be accepted.

Returns & Repairs: Warranty

In the event that a Product does not comply with published operating specifications due to defective materials or workmanship, and is returned to Sidney within the warranty period freight prepaid, Sidney will repair or replace such non-conforming Product at no additional charge.

Warranty service must be performed by Sidney, a dealer or service center authorized by Sidney to sell and/or service the type of product involved, which will use only new or remanufactured parts or components furnished by Sidney. Warranty service will be performed without charge to the purchaser for parts or labor. The purchaser will be responsible, however, for any service call and/or transportation of product to and from the dealer's or service center's place of business, for any premium charged for overtime labor requested by the purchaser, and for any service and/or maintenance not directly related to any defect covered under the warranty as described in this document.

Returns: Non-Warranty

Standard Stocking Product: Sidney may, at its own discretion, accept material returns for unused or unopened standard stocking not-obsolete product shipped from a Sidney facility within ninety (90) days. Product must be in original packaging, in good condition and not requiring touch-up or repair. Restocking of returns are subject to a minimum 20% restocking fee. Please use the return procedure described above. Depending on condition and item status Sidney may offer full credit against the purchase less a minimum twenty percent (20%) handling and restocking fee.

Non-Standard, Non-Stocked, Modified or Special Ordered Product: Any Product purchased, made, modified, purchased or specially built to customer's specifications are non-cancelable and non-returnable. Custom manufactured attachments that do not fit because of incorrectly provided specifications are both non-cancellable and non-returnable.

2019.06.19