

Schwarze Industries Parts Shipping and Return Policy



BASIC PARTS RETURN POLICY

- Qualified items must have been invoiced within 60 days of the return request. Returnable items exclude flaps, belts, hoses, filters or special order items. Special order items include but are not limited to hoppers, major sweeper assemblies, hydraulic hoses, chassis parts, etc.
- An issued RMA slip is good for 30 days from the date of issue.
- A completed Return Materials Authorization (RMA) Request Form must be completed and submitted for evaluation and approval before any parts may be returned. Submit form to **RMA@schwarze.com**. The form may be found in the Parts Shipping and Return Folder
- If approved, an RMA packing slip will be emailed along with any detailed instructions deemed necessary. This packing slip must accompany the returning item/s
- Any parts returned without authorization or RMA packing slip will be subject to rejection of credit, reduced credit or additional restocking fees.
- The standard restocking fee for unwanted/not needed items is 25% of the net price paid.
- Any parts returned must be in new re-sellable condition.
- Any items returned not identifiable, without the appropriate paperwork will be held for 30 days. If no information is made available within 30 days, the item/s will be dispositioned at the sole discretion of Schwarze Industries LLC.
- If trading in a sweeper and have replacement items that will not fit your new Schwarze sweeper, ask about our parts exchange program. Some items may be eligible for exchange. Email information along with request to **RMA@schwarze.com**. Items approved must be in new, re-sellable condition.

PARTS SHIPPING POLICY

- All parts orders are shipped Freight Prepaid and Add unless otherwise requested. That means we will select the best carrier option for the shipment and add the cost to the order. UPS shipments are billed out at the UPS published rate. These charges are imported directly onto each invoice from UPS.
- If you prefer to use your own UPS account or another carrier, please request this when placing your order. We are more than happy to accommodate.
- All parts orders transfer ownership at origin (when the carrier picks up the order at our dock)
- Schwarze Industries is not responsible for lost or misdirected orders by the carrier. We will assist with contacting the carrier to recover the actual shipment or the total or partial cost of the shipment. Any compensation is determined by the carrier and not Schwarze Industries.
- Schwarze Industries is not responsible for damage incurred during shipment. We will gladly assist with filing damage or lost shipment claims but will not cover the cost of parts that are lost or damaged by a carrier.

