



***Vast* auto**  
Distribution

## Return Policies and Procedures

July 1<sup>st</sup> 2016

**SERVICE  
IS THE  
DIFFERENCE.**

**We  
Get  
It!**  
TM

# Vast Auto Distribution

## Return Policies and Procedures

### NEW PRODUCT RETURNS - 30 DAY RETURNS

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#### **Policy:**

Customers are eligible to return new products **within 30 days** of purchase from Vast-Auto Distribution without any penalty or handling charge. All products must be returned freight prepaid and must be new, in saleable condition, in the manufacturer's original packaging and listed in the manufacturer's most current price sheet. All product returns that do not meet these requirements will not be approved for credit and will be returned to the customer and the customer will be responsible for all related freight costs. Products returned more than 30 days from purchase will not be approved and may only be returned to Vast Auto Distribution during the annual return period for the product line. 30-day return privileges are only available to authorized customers.

#### **Returnable Products**

- New items purchased from any one of Vast Auto's distribution centers and returned within 30 days of purchase.

#### **Non-Returnable Products**

- New items purchased from Vast Auto Distribution but returned more than 30 days from purchase.
- Items not purchased from Vast Auto Distribution.
- Damaged items.
- Items that are not in their original packaging.
- Items with damaged packaging.
- Items from non-stocking product lines purchased drop ship from approved vendors.
- Products from the following categories and coded as non-returnable in our system: Antifreeze, Batteries, Capital Equipment, Chemicals, Floor Dry, Oil, Paint, Salt, Refrigerant, Sheet Metal, Snowbrushes, and Washer Fluid.

#### **Procedure:**

1. Complete a Vast Auto Distribution **Return Request Form** and clearly list the items of your return with the line code, part number and quantity and label the items as "30-Day Return" on the form.
2. Physically return the items to your primary serving distribution center and remember to include the completed Return Request Form.
3. Take the time to pack the return carefully in order to avoid damaging the product packaging.
4. All approved returns will be processed within 15 days of receipt of the returned product. The unit price credited will be based on your purchase price of the item from Vast Auto Distribution.
5. Items that do not qualify for return will be returned to the customer within 15 days of receipt.
6. The customer is responsible for all freight expenses.

# Vast Auto Distribution

## Return Policies and Procedures

### ANNUAL RETURNS – STOCK ADJUSTMENTS

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#### **Policy:**

Customers are eligible to return for stocking product lines up to a pre-established percentage of their previous year's net purchases from Vast Auto Distribution. Vast Auto Distribution publishes an annual returns schedule by product line that outlines the allowable percentage of previous year's net purchases and the month in which the return must be completed. Confirmation of each customer's return allowance by product line will be sent out within the first quarter of each year. All products must be returned freight prepaid and must be new, in saleable condition and in the manufacturers original packaging. All product returns that do not meet these requirements will not be approved for credit and will be returned to the customer and the customer will be responsible for all related freight costs. Handling charges do apply to annual returns.

- Annual return privileges are only available to authorized customers who stock and support product lines from Vast Auto Distribution.
- All return requests will be reviewed.
- Items must be new, in saleable condition and in the manufacturers original packaging.
- The annual return amount should not exceed the pre-established percentage of your previous year's net purchases in that product line.
- Once Vast Auto Distribution issues a return authorization number, the product can then be shipped prepaid to your serving hub distribution center (i.e. Hub DC's include Brampton and Montreal).
- Unauthorized returns will not be accepted.

#### **Returnable Products**

- New items purchased from any one of Vast Auto's distribution centers.
- New items from stocking product lines purchased from approved vendors in drop ship.

#### **Non-Returnable Products**

- Items not purchased from Vast Auto Distribution.
- Damaged items.
- Items that are not in their original packaging.
- Items in less than original pack quantities.
- Items with damaged packaging.
- Items from non-stocking product lines purchased drop ship from approved vendors.
- Products from the following categories and coded as non-returnable in our system: Antifreeze, Batteries, Capital Equipment, Chemicals, Floor Dry, Oil, Paint, Salt, Refrigerant, Sheet Metal, Snowbrushes, and Washer Fluid.

# Vast Auto Distribution

## Return Policies and Procedures

### Procedure:

1. Prepare and submit a return request by email to [sac@vastauto.com](mailto:sac@vastauto.com) and clearly list the items of your return with the line code, part number and return quantity.
2. All return requests will be reviewed and once approved, a return authorization number will be issued for all accepted items.
3. Once the return authorization is received, physically return the items listed on the Return Goods Authorization Form (RGA) to your serving hub distribution center freight prepaid. A copy of the RGA must be returned with the shipment in a visible location and should be clearly marked "Returns Department".
4. Take the time to pack the return carefully in order to avoid damaging the product packaging.
5. All approved returns will be processed within 30 days of receipt of the returned product. The unit price credited will be based on your purchase price of the item from Vast Auto Distribution.
6. Items that do not qualify for return will be returned to the customer within 30 days of receipt.
7. The customer is responsible for all freight expenses.

# Vast Auto Distribution

## Return Policies and Procedures

### WARRANTY/DEFECTIVE RETURNS

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#### **Policy:**

Certain parts sold by Vast Auto Distribution are covered under the explicit and complete warranties of the manufacturer producing them. Customers are eligible to return defective items to Vast Auto Distribution without any penalty or handling charge. The one and only responsibility of Vast Auto Distribution with respect to any defective part shall be to accept the return but only in accordance with the policies and procedures established by the manufacturer. Vast Auto Distribution gives no warranty or guarantee of any nature whatsoever on any product and assumes no liability.

- All defective product returns must have all the proper documentation submitted with the return.
- Most manufacturers require a copy of the original purchase invoice and a copy of the replacement invoice.
- The documentation must be substantiated with a valid reason for the failure of the part. “Defective” or “no good” are unacceptable reasons and may result in the claim being rejected by the manufacturer.
- Failure to submit all the proper documentation may result in the return being delayed or rejected.
- All product returns that do not meet the requirements will not be approved for credit and will be returned to the customer and the customer will be responsible for all related freight costs.
- Only items from stocking product lines purchased from any one of Vast Auto’s distribution centers or dropship are eligible for warranty returns.
- Defective items from non-stocking product lines purchased drop ship must be returned directly to the manufacturer.
- A Vast Auto Distribution warranty tag must be placed on the defective item.
- Any item found not to be defective upon examination by the manufacturer will be invoiced and returned to the customer.
- For product returned directly to the manufacturer, the credit will be issued upon receipt from the manufacturer.
- All labor claims are approved and settled by the manufacturer. Credit for a labor claim will be issued by Vast Auto Distribution upon receipt of credit from the manufacturer.

#### **Procedure:**

1. Complete a Vast Auto Distribution **Return Request Form** and clearly list the items of your return with the line code, part number and quantity and label the items “Defect” on the form.
2. Apply a completed Vast Auto Distribution warranty tag to the defective part and any tags required by the manufacturer.
3. Physically return the items to your primary serving hub distribution center and remember to include the completed Return Request Form and all the proper documentation.
4. All approved warranty returns will be processed within 15 days of receipt of the returned product. The unit price credited will be based on your purchase price of the item from Vast Auto Distribution less any manufacturer related penalties or deductions.
5. Items that do not qualify for return will be returned to the customer within 15 days of receipt.
6. The customer is responsible for all freight expenses.

# Vast Auto Distribution

## Return Policies and Procedures

### CORE RETURNS

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Certain parts sold by Vast Auto Distribution have a core charge associated to them. Customers are eligible to return cores to Vast Auto Distribution without any penalty or handling charge. All cores must be returned freight prepaid, in the box of the replacement part and must be listed in the manufacturer's most current price sheet. All core returns that do not meet these requirements, that are broken, rusted or unusable will not be approved for credit and will be returned to the customer.

- All core items for non-stocking product lines purchased on a drop ship basis must be returned directly to the manufacturer.
- All cores must be returned in the replacement box.
- Please ensure that all fluids are drained from the core unit.
- A Vast Auto Distribution core tag must be placed on core items being returned.

#### Returnable Products

- Cores for items purchased from any one of Vast Auto's distribution centers.
- Cores for items from stocking product lines purchased from approved vendors in drop ship.

#### Non-Returnable Products

- Cores for items not purchased from Vast Auto Distribution.
- Damaged, rusted, or unusable cores.
- Cores for items from non-stocking product lines purchased drop ship from approved vendors.

#### Procedure:

1. Complete a Vast Auto Distribution **Return Request Form** and clearly list the items of your core return with the line code, part number and quantity and label the items "Core Return" on the form.
2. Apply a completed Vast Auto Distribution core tag to the item.
3. Physically return the core items to your primary serving hub distribution center and remember to include the completed Return Request Form.
4. All approved core returns will be processed within 15 days of receipt of the returned product. The unit price credited will be based on your purchase price of the item from Vast Auto Distribution less any manufacturer related penalties or deductions.
5. Items that do not qualify for return will be returned to the customer within 15 days of receipt.
6. The customer is responsible for all freight expenses

# Vast Auto Distribution

## Return Policies and Procedures

### MANUFACTURER DIRECT PRODUCT RETURNS

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If a product return is written up in the field by an approved Vast Auto Distribution manufacturer representative, please ensure that the representative clearly identifies your company name and account number on all paperwork. The credit to the customer by Vast Auto Distribution will be issued upon receipt of the credit from the manufacturer.

### TRANSPORTATION OF DANGEROUS GOODS

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The Shipper (Consignor) is obligated to ensure that the dangerous goods to be shipped are properly classified, packaged, marked, and documented as per the TDGR specifications. The shipper (Consignor) is also required by law to give a copy of the shipping documents to the carrier and to provide "dangerous goods" placards if required.

### FREIGHT DAMAGE/LOSS

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Report all freight damage or shipment loss to Vast Auto Distribution immediately. Vast Auto Distribution will report it to the freight company but is not responsible for damage to or loss of shipments. Vast Auto Distribution will work with approved carriers to resolve claims quickly and efficiently.

### OTHER

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- In an effort to facilitate and expedite the processing of credits, please use a separate Return Request Form for new, defective and cores returns. Also, please remember to apply defective and core labels where applicable. For any inquiries regarding returns, please contact [sac@vastauto.com](mailto:sac@vastauto.com).
- Early credit deductions should never be taken without authorization. Vast Auto Distribution is committed to processing all credits within the time frames stipulated for each return type.
- **Any discrepancies must be reported to Customer Service at [sac@vastauto.com](mailto:sac@vastauto.com) within 45 days of receipt of the credit from Vast Auto Distribution.**