

Return Policy

Worthington Power & Equipment does everything in its power to ensure that you get the high-quality product(s) you asked for quickly and conveniently. We also strive to make your shopping experience as hassle-free as possible by offering options for making returns by return shipping or by drop-off at our store in Worthington, Minnesota.

Money Back Guarantee/Refund Policy

All merchandise unless otherwise indicated may be returned within 30 days from the original invoice date for a refund. Items should be returned in their original product packaging, and be accompanied by your sales invoice.

Satisfaction Guarantee

If you are not 100% satisfied with your product(s), you can return it for any reason within 30 days and we will refund the purchase price excluding shipping charges. Buy with confidence. We stand behind our products. Our satisfaction guarantee is valid for all products, except:

- ▶ DVDs are non-refundable but may be exchanged for a functional version of the same film.

DVD Return Policy

DVDs are non-refundable but may be exchanged within 30 days of the invoice date for a functional version of the same film. DVD Movies cannot be exchanged for a different item or DVD.

Physical Damage Policy

Physically damaged items cannot be returned to Worthington Power & Equipment.

Physically damaged items are defined as items that are bent, cracked, chipped, torn, or otherwise in a state that hinders our ability to re-sell the item. Worthington Power & Equipment reserves the right to inspect each item in question and determine if the item warrants a refund, at its sole discretion.

Items damaged in shipping are returnable, in accordance with our Shipping Policy.

Restocking Fee

A 15% restocking fee will be applied to all returns for refund on special ordered items. Shipping charges are non-refundable. No refunds after 30 days.

Refunds

You should expect to receive your refund within four weeks of giving your package to the return shipper, however, in many cases you will receive a refund more quickly. This time period includes the transit time for us to receive your return from the shipper (5 to 10 business days), the time it takes us to process your return once we receive it (3 to 5 business days), and the time it takes your bank to process our refund request (5 to 10 business days). We'll notify you via e-mail of your refund once we've received and processed the returned item.

Product Return Procedure

How to Return a Product to Worthington Power & Equipment

Please read the following procedures prior to shipping products back to Worthington Power & Equipment.

- ▶ Products (non-warranty) must be in original condition when returned to us. Include all original material sent with the product(s).
- ▶ Return the product in the original product packaging. Repack the part in the original shipping box with the original packing materials and any materials sent with the merchandise. Substitute comparable shipping materials if necessary.
- ▶ Your printed/copied sales invoice must accompany the returned product(s), or you will risk losing your return.
- ▶ Remove or mark through all old shipping labels on the outside of the box.
- ▶ Ship the return using UPS, the U.S. Postal Service or a similar carrier. All returns must be sent prepaid; no C.O.D. shipments will be accepted. Please insure the shipment for the full value to protect against loss.
- ▶ **All returns should be shipped to**

Worthington Power & Equipment
118 Highways 59 & 60
PO Box 188
Worthington, MN 56187

- ▶ Upon receipt and inspection of merchandise, Worthington Power & Equipment will provide a refund, as appropriate, and a receipt will be emailed to you. Any merchandise credit will include sales tax. Shipping and handling costs will also be refunded at that time, if applicable.

Lost Paperwork

How to Return a Product if You Have Lost the Receipt Form

The shipment receipt contains the vital information needed to process a return. If you do not have this information, you have two options:

- ▶ Go to My Account > My Orders and select the relevant order by clicking Order Details to open the electronic invoice of your order that you can print.
- ▶ Send an email to customerservice@worthingtonpower.net or call us at 1-800-678-4400.