



Parts Return Policy

Effective May 1, 2019

We understand that occasionally a part may need to be returned; and we are happy to accommodate your request. However, due to the restrictions, increased cost and penalties of returning parts to the manufacturer, please observe the following guidelines.

New Caterpillar Parts in acceptable condition

Stock Items:

Returned within 15 days from date of purchase.....	Full Credit
After 15 days and up to 365 days.....	15% Restocking Charge
After 365 days.....	No Credit

Proof of Purchase is required

Returnable Non-Stock Items:

Returned 15 days up to 365 days of purchase.....	20% Restocking Charge
After 15 days of purchase.....	No Credit

Proof of Purchase is required

Non-Returnable Parts

- Parts that are designated Non-Returnable by Caterpillar
- Parts that are rusty, previously installed, or determined to be in non-resalable condition
- Non-current or discontinued Parts

Non-Caterpillar Parts

Returns for Non-Caterpillar parts purchased from Blanchard Machinery will be accepted only on the terms as authorized by the supplier. We will allow credit less freight and restock fees.

Proof of Purchase is required

Return Conditions

- All parts returns must have been purchased from Blanchard Machinery.
- All return parts must be in saleable condition with original packaging.
- We are unable to accept Non-Returnable parts. These parts are identified by an (*) on the Customer Shipping List, and include such items as seals, O-rings, gaskets, literature, hose, electrical components, and chemical compounds.
- We reserve the right to change all or any part of this policy without prior notice.

Core Return Policy

Remanufactured Cores must be returned within 30 days to be eligible for core credit consideration based on manufacturer return guidelines.