

## Return Policy

April 2022

### Parts Returns – Condition “New”:

Kärcher Municipal North America (KMNA) accepts returns for items that are in new condition, unworn, unaltered, and free from damages by the customer. This does not include items that are identified as “Special Order” (Non-Standard) items, and electronic items. For special order, and electronic items, all sales are final.

The RMA (Return Merchandise Authorization) form must be submitted to:

- [Parts-CA@municipal.kaercher.com](mailto:Parts-CA@municipal.kaercher.com) or [Parts-USA@municipal.kaercher.com](mailto:Parts-USA@municipal.kaercher.com)

The form must be submitted within 30 days from the date of Invoice. Once approval is issued, the return must be completed within 30 days from the date of approval.

Accepted returns will be refunded via store credit, less a 15% restocking fee (except for defect or supplier error).

Shipping and handling fees are non-refundable.

### Guidelines - Reasons for Return:

- Customer Error: ordered the wrong part/qty, part no longer wanted
  - RMA submitted within 30 days from date of invoice
  - Returned in new sellable condition
  - Instore credit less a 15% restocking fee
  - Shipping is nonrefundable
  - Return shipping cost are the responsibility of the customer
  - Special orders (non-standard parts) are nonrefundable.
- Customer Error: Part damaged by customer
  - Non-refundable
- HTI Error: Incorrect item/qty sent, wrong part number
  - RMA must be submitted within 30 days from date of invoice
  - Replacement (if applicable) will be sent and invoiced
  - Original order and applicable shipping costs will be credited via an instore credit. No restocking fee.
- Part damaged in shipping
  - RMA must be submitted within 30 days from date of invoice
  - Replacement will be sent and invoiced
  - Original order and applicable shipping costs will be credited via an instore credit. No restocking fee.
- Part defective

# KÄRCHER

- Please describe and include serial # of unit installed on if applicable. \*May be subject to 1-year Manufacturer's Warranty.
- Please contact: [Warranty-NA@municipal.kaercher.com](mailto:Warranty-NA@municipal.kaercher.com) for a warranty form.

## Steps for the return/refund process - Parts:

1. Customer completes RMA request - available at [www.kaerchermunicipal-na.com/spare-parts-accessories](http://www.kaerchermunicipal-na.com/spare-parts-accessories) or requested from:
  - [Parts-CA@municipal.kaercher.com](mailto:Parts-CA@municipal.kaercher.com) or [Parts-USA@municipal.kaercher.com](mailto:Parts-USA@municipal.kaercher.com)
2. Customer submits RMA request to either of the above email addresses.
  - The RMA approval may only be issued by the KMNA Parts Manager
3. Upon approval, instruction on what to do with the parts will be provided (return or discard).  
*In case of "approved and discard" a credit will be issued immediately.*
4. After parts are received, inspected, and have met the criteria for a refund, a credit will be issued on the account. Please see the return policy for a complete list of refund criteria.