

NEWMAR PARTS SHIPPING/RETURN POLICY

Shipping

Newmar ships to Canada and the continental U.S.

Any Duty and/or Brokerage Fees are the responsibility of the Customer.

Newmar does not ship hazardous material.

Parts in stock at Newmar will be shipped promptly. Orders received by 2:00 pm EST will ship the same day. Orders received after 2:00 pm EST will be shipped the following business day. Any part not in stock will be back ordered and shipped as soon as it is received at Newmar.

Newmar ships items freight FREE on ground shipments ONLY.

Any expedited freight charges are the responsibility of the Customer and, these orders **must** be placed via telephone.

All packages must be inspected for damage prior to signing the Bill of Lading or Acceptance form. Any discrepancies or damage; seen or unseen, must be reported to Newmar within 24 business hours of receipt of package. If determined that a part has a manufacturer's defect, please contact a Newmar Parts Sales Representative immediately. Newmar will determine if the part can be repaired or needs to be replaced.

Returns

Please adhere to all of the following procedures to receive credit for returned parts:

Items that are NOT returnable:

- *Items cut from a roll.
- *Items altered in any way.
- *Items not purchased through Newmar Parts Department.

Requests for Returns must be submitted within 90 days of the original invoice date. *Requests for Returns past 90 days, if approved, may be assessed a 20% re-stocking fee.* A Call Tag will be sent as soon as the request is approved. The part(s) must be returned within 30 days of receipt of call tag. All returned items must be packaged well to avoid any freight damage and include a copy of the invoice.

All returns must be shipped to:

Newmar Corporation
1301 Stahly Drive
Nappanee IN 46550

The Return Form is accessed in the "Catalog Shop" tab. ***Please take the time to review the Return policy before submitting the Return Form.*** Upon completion of the Customer portion of the Return Form, please email to: dpo@newmarcorp.com.

Newmar reserves the right to deny any return request.

Newmar reserves the right to change/alter these policies at any time.