



## Returned Products Policy – North America

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### Purpose of Policy

This policy explains how to return Machines, Parts & Consumables, Detergents, Chemicals, Specialty Surface Coatings and other products (“Products”) purchased from Tennant Sales and Service Company (“Tennant”), including all products sold under the Tennant, Nobles, Orbio and Green Machines brands.

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### For more information

If you have further questions, or need additional information on this policy, please contact Tennant Customer Service:

+1-800-553-8033 or +1-763-513-2850 e-mail: [info@tennantco.com](mailto:info@tennantco.com)

To ensure that you have the most current version of this policy, please visit [www.tennantco.com](http://www.tennantco.com) and search under general policies.



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### Questions and Answers

#### **Q1a: What are the Conditions for a return?**

- A. Items returned for credit must be:
- Current items inventoried by Tennant
  - Returned in new and resalable condition
  - Returned in the original packaging
  - A minimum line item total of \$25.00

#### **Q1b: Are there special requirements for returned goods originating from non-US countries?**

- A. Yes. Any returned goods being sent back to Tennant Company via ocean vessel now requires an “**Importer Security Filing**” (ISF) to be electronically submitted to U.S. Customs and Border Protection. Tennant Company must submit a complete and accurate ISF prior to the goods leaving your facility. Customer Service will work with you to gather any additional information and will provide you with the **Return Order Number** once the proper ISF has been filed. Effective January 26, 2010, non-compliance may result in penalties of \$5,000 U.S. dollars per violation.

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#### **Q2: Are there any Restrictions to this policy?**

- A. Yes, there are restrictions to this policy.
1. Items removed from Machines (takeoffs) are not accepted for returns.
  2. Some items have a limited shelf life and may not be returned. These items include, but are not limited to: batteries, rubber products, hydraulic components, filters/filter bags, and decals. Please contact Customer Service for details.
  3. Electronic control boards will be considered for return only if the seal on the static bag is not broken.
  4. Rotomold Parts and Parts ordered, as “Specials” cannot be returned.
  5. Ball bearings and parts of ball bearings cannot be returned.
  6. Tires of Chinese origin cannot be returned

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#### **Q3: Who pays Return Freight Charges?**

- A. All return freight charges must be prepaid by the customer. If the return was the result of a Tennant error, freight charges will be reimbursed, if the return is made within 30 days, reimbursement will be part of the account credit, or instructions will be given for transportation arrangements.

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### **Q4: How will I receive credit for my return?**

A. Reimbursement for returned items is limited to account credit only. Cash reimbursements will not be made.

Credit will not be given for unapproved items returned to Tennant. Any such unauthorized returns will be subject to a handling fee of 150% of the part list price. Credit will normally be issued to your account if the received items meet the above-listed Conditions. If the returned items do not match the original request that you submitted, or they do not meet the Conditions specified in this policy, the items will be scrapped and no credit will be issued. Scrapped items will not be returned.

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### **Q5: How do I obtain a Return Order Number?**

A: To obtain a **Return Order Number**, approval for return of goods, and shipping instructions, please contact Customer Service.

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### **Q6: How do I handle a damaged product?**

A: Upon discovery of a damaged product, promptly notify the delivering carrier and Customer Service. If items have been damaged in transit and signed for as having been received in good condition, you are responsible for filing the proper claims with the transit company, unless you have made other contractual arrangements with Tennant.

*Please refer to the Freight Claims Resource Guide for additional information.*

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### **Q7a: How do I return Machines shipped in error?**

A: Within 30 days from date of receipt, you may request approval to return for full credit, Machines **shipped in error** by Tennant, including full reimbursement of all freight costs.

After 30 days from date of receipt, you may request approval to return for credit, less a 15% restocking fee, for Machines **shipped in error** by Tennant. You must prepay return freight charges. Returns will not be accepted, and credit will not be issued for Machines shipped in error after six months from date of receipt.

### **Q7b: How do I return Machines ordered in error?**

A: You may request approval to return for credit, Machines you have **ordered in error** will have a 15% restocking charge, plus an additional repackaging charge, where applicable and will be assessed. You must provide original invoice numbers and prepay return freight. Returns will not be accepted, and credit will not be issued for Machines ordered in error after six months from date of receipt.

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### **Q7c: How do I return **Parts & Consumables** shipped in error?**



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A: Within 30 days from date of receipt, you may request approval to return for full credit, Parts and Consumables **shipped in error** by Tennant, including full reimbursement of all freight costs.

After 30 days from date of receipt, you may request approval to return for credit, Parts and Consumables **shipped in error** by Tennant, less a 15% restocking charge. You must provide original invoice numbers and prepay return freight. Items not supported by an invoice number are not eligible for return. Returns will not be accepted for parts shipped in error after six months from date of receipt.

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**Q7d: How do I return *Parts & Consumables ordered in error*?**

A: Within 30 days from date of receipt, you may request approval to return for full credit, Parts and Consumables that you have **ordered in error**. You must provide original invoice numbers and prepay return freight.

After 30 days from date of receipt, you may request approval to return for credit, Parts & Consumables **ordered in error**, less a 15% restocking charge. You must provide original invoice numbers and prepay return freight. Items unsupported by an invoice number are not eligible for return. Returns will not be accepted, and credit will not be issued for Part & Consumables ordered in error after six months from date of receipt.

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**Q7e: How do I return *Detergents, Chemicals, and Specialty Surface Coatings*?**

A: Detergents, Chemicals, and Specialty Surface Coatings are not normally returnable. Only products shipped in error by Tennant will be considered for reimbursement. Please contact Customer Service or your Area Sales Manager for further information.

**Q7f: How does a distributor return **overstock products**?**

A: Once each calendar year, a distributor may elect to return over-stock for credit that meet the conditions outlined within this Policy, less a 15% restocking charge. The return allowance will be based on the current distributor cost for these items. The return process starts by connecting with your local Tennant sales contact to determine if the products are deemed returnable. The distributor must pre-pay freight. Please contact Customer Service for pre-approval and a Return Order Number.

Distributors electing to submit an annual overstock return must contact customer service, *in advance*, for pre-approval of the items they wish to return. The pre-approval process requires the distributor to submit an electronic list of parts (part number and description) to customer service for review. Pre-approval may take several days depending upon the number of items submitted for return approval. Pre-approval does not guarantee acceptance.

**Q7g: Is there a **time limit for a distributor to return overstock products**?**

A: Yes. Items must be less than one year old, meet all conditions outlined in this Policy, and are subject to inspection.

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