

Parts Return Policy

Effective October 1st, 2022

As your dependable partner, Blanchard Machinery Company offers a Parts Return Policy subject to the following conditions that are designed to be fair to both the customer and Blanchard. 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 see the following guidelines. We ask that our customers collaborate with us to ensure that parts returns are kept to a minimum. We feel that it is important for our customers to realize that proper preparation before ordering parts will result in ordering the correct parts in the correct quantities needed. This will not only minimize returns of unneeded items but will allow us to serve you faster at a savings to you. All credits will be less any applicable freight and handling charges.

Initiation of a parts return request for both in-person and online orders must be made by contacting one of our Blanchard Machinery locations via phone, email, or in-person

Proof of Purchase is the customers responsibility to supply and is required for all returns.

New unused Caterpillar Parts in acceptable salable condition

Stock Items: Current Parts Furnished from Dealer Stock

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

Non-Stock Items: Parts that did not come from current dealer stock

- Returned within 15 days of purchase.....20% Restock Charge
- After 365 days.....No Credit

New unused non-Caterpillar parts in acceptable salable condition

Other vendor parts will be accepted for return only if our supplier will accept the return from Blanchard Machinery Company. Credit will be issued equal to the amount we receive from our supplier, less any freight charges incurred.

Return Conditions

- All return parts must be in salable condition with original packaging.
- Upon receipt and acceptance of returned parts, credits are typically issued within 72 hours
- We are unable to accept non-Returnable parts. These parts are found by an (*) on the Customer Shipping List, and include such items as seals, O-rings, gaskets, literature, hose, electrical components, and chemical compounds.
- Returned parts found unacceptable will be held for a period not exceeding thirty (30) days to allow time for purchaser to advise disposition. In the absence of written notice advising disposition within the thirty (30) day period, we shall assume all rejected parts are to be discarded; and we shall accept no further responsibility for them.
- Any shipping charges incurred are not refundable
- 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 guideline.