



ACCESSTRUCKPARTS.CA

SALES@ACCESSTRUCKPARTS.CA

877-583-5275

Return Policy

Access Truck Parts stands behind every product we sell. It is our intention to make the return process as quick as possible to ensure complete customer satisfaction. To aid in this process, please have the following information at hand before initiating your return:

- Access Truck Parts invoice number.
- Sales order number, or your company PO number.

SUBMITTING YOUR RETURN

Contact us by phone: 877-583-5275 or via e-mail to sales@accesstruckparts.ca.

Access Truck Parts will issue a Return Materials Authorization (RMA), a copy of which is to be included with your return shipment. The RMA will be valid for 30 days from date of issue. Returned parts will not be accepted for credit after the RMA expiration date.

Products must meet the following criteria to be eligible for a return:

- Must be returned within 30 days of original receipt of merchandise.
- Item must be unused and in the same condition that you received it.
- No special order or custom made parts may be returned.

Returned parts not included on the RMA will not be accepted or credited. The purchase price of acceptable parts will be refunded as a credit to your account or credit card. Freight charges are not eligible for credit. Credits for acceptable returned parts will be issued within 30 days of receipt of the part.

The return shipment should be sent to the following address:

Access Truck Parts Canada c/o Stream Logistics
118, 6900-54th Street SE
Calgary, AB T2C 4Y8

Return freight charges are the responsibility of the purchaser.

A 20% restocking fee may be charged for returns due to incorrect orders or general reasons.

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Calgary, AB

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