

Return Policy

GT Exhaust currently determines return requests for standard parts on a case-by-case basis. Depending on the current demand for the part and our current stock of the part, we may or may not accept a return request for it. **Custom and special made parts are non-returnable.**

Return of Materials Authorization (RMA) RMA Policy

In the unlikely event product is shipped out that does not meet the quality requirements of the purchase order and print. The Customer or Rep will need to contact Customer Care at GT and provide all relevant information in order to procure an RMA. **You *must* have an RMA number** if you are returning any parts to GT Exhaust. We will only accept parts with an RMA number.

Please have the following required information ready before you contact Customer Care to expedite the process:

1. Customer Name and Company Name
2. Phone Number and Email Address
3. Purchase Order and Reference Number is Required

GT classifies its RMA's into two categories: GT's Fault and Not GT's Fault:

GT's Fault

- a) Incorrect Item or Shipment
- b) Order/Data Entry Error
- c) Part Does Not Meet GT's Quality Requirements
- d) Part Does Not Meet Purchase Order or Print
- e) Defective Part or Workmanship
- f) Freight Damage Only Applies to Option 1 Shipping.

Not GT's Fault

- a) Customer's Order/Data Entry Error

- b) Wrong part number or dimension referenced in the Purchase Order or Print.
- c) Poor Workmanship on Installation of Equipment.
- d) GT is not responsible for freight damage on F.O.B. origin freight collect shipments.
- e) End user canceled ordered.

Complicated or Complex issues will require a Quality Manager and Technical Manager from GT to determine concessions and/or RMA approval. The customer's invoice for the product will be put on-hold until the potential issue can be determined. GT may require a Technical Manager to visit the site or to have the unit sent back to GT to determine the problem. Once the issue is determined an RMA will be issued for the product to either be evaluated at the site or at GT's plant.

RMA Shipping Responsibility:

In the event an RMA is issued shipping costs will be handled as follows:

- Not GT Exhaust's Fault – Shipping will be negotiated at the time of RMA issue.
- GT Exhaust's Fault – Shipping will be Prepaid by GT Exhaust, Inc.

GT will determine whether to repair or replace the part in less than five (5) business days from the date the parts were received on the RMA.

1. If not repaired or replaced in thirty (30) business days, an account credit will be issued.
2. Our liability is limited to the invoiced value of the products we ship.
3. All rejected materials claims must be made thirty (30) business days from delivery of material.
4. If the parts are not returned to us within thirty (30) business days of the RMA date, the RMA will expire.

The customer can send product back to GT for a credit under the following conditions:

1. An RMA is issued.

2. Customer Care will determine possible restocking options".

3. If GT deems it to be a custom part GT will give zero credit to the customer for said custom part or product.

BLANK RMA's ARE PROVIDED [HERE](#).

For any part returns issues, please contact Fran Peacock, Manager of Customer Care for GT Exhaust.

Fran Peacock
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