



# POLICIES

[www.petroleumpartsinc.com](http://www.petroleumpartsinc.com)

**Petroleum Parts Inc.**  
6926 Quemetco Court  
Fort Wayne, IN 46803  
866-994-9200 | 260-749-9200



# POLICIES

## Return Goods Policy

**Please ship returns to the following address freight prepaid:**

Petroleum Parts Inc.  
6926 Quemetco Ct.  
Fort Wayne, IN 46803

For all returned parts – excluding cores – a **30% restocking fee** will be applied. After submitting the [Return Goods Form](#), you will be refunded for the remaining amount.

We reserve the right to charge for damaged or missing components. You will be notified prior to any additional charges being added to the invoice. All items must be returned in static safe packaging to protect our mutual investment.

## Core Returns

On all orders, the core must be returned within 60 days. After 60 days, if the core has not been returned, a charge equal to the net selling price of the core may be applied. Cores must be returned in a like-for-like manner or an upgrade charge may be invoiced. Cores that are damaged beyond repair or are not able to be rebuilt will not be accepted or honored for exchange.

Please complete the [Return Goods Form](#) and send it to PPI with the returning cores.

## Shipping Policy

FEDEX and UPS are our carriers of choice. At time of account set up, we will give our customers the opportunity to use the third party billing option. This will allow them to take advantage of their established discounts with FEDEX or UPS; otherwise we will prepay and add the charges to the invoice.

## Warranty Policy

Circuit boards are warranted for 13 months from date of shipment. Printers are warranted for 100 days from date of shipment. The RJV3200 printer has a 1 year warranty. We warrant all boards and printers to be free from defect for the time period stated above. Items failing in warranty will be repaired or replaced at no charge.

Petroleum Parts Inc. is not responsible for lost customer sales or items that have been damaged by misuses, abuse, acts of God, improper installation or liquid spills. Damage from shipment must be reported to the carrier immediately and reimbursement must be made by the carrier. We do not pay for mileage or labor.

## Original Equipment Manufacturers (OEMs)

Petroleum Parts Inc. is not associated in anyway with Gilbarco, Wayne, Tokheim or Schlumberger. We use their names and part numbers for reference only. Products of Petroleum Parts Inc. are repaired and rebuilt to our specifications, and are not products of the listed manufacturers.