

CARTER & CARTER MACHINERY, INC.
1233 CARROLL CREEK ROAD
JOHNSON CITY, TN 37601
423-282-6969

RETURN POLICY

- Customer satisfaction is the goal of Carter & Carter Machinery, Inc. There are many legitimate reasons a customer needs to return an item.
- Carter & Carter Machinery must approve all returns. Carter & Carter Machinery reserves the right to refuse any return.
- Shipping is **not refundable**. Return freight costs are the responsibility of the customer. Returns must be sent freight prepaid to Carter & Carter Machinery, Inc- 1233 Carroll Creek Road, Johnson City, TN 37601
- Returns will not be accepted without a prior, return authorization number (RAN #).
- All damaged/defective items must be reported within 5 days of the delivery date.
- You may return your product, provided it is in unused condition, and it is within 30 days of your invoice date.
- If an item has been removed from its original package/packing and or used this item is subject to a restocking fee of 15% or greater. For instance an implement that has been custom fitted to a tractor by cutting the PTO to fit that tractor has reduced the marketability of that PTO even if that PTO was not used.
- Any consequential wear and or damage to the item from use will be deducted from the purchase price.
- Some items that are drop shipped from a manufacturer or third party company are non-returnable.
- Special orders and or custom fabrications are non-returnable.
- Returns are extended only to the original purchaser and are non-transferable.