



Return Policy

Any customer that wishes to return a Reman Unit or New Part to Valley Truck Parts, Inc must first contact the salesperson at the original location of purchase or the parts return coordinator at the Grand Rapids Location for authorization and for the generation of an “RMA” number (Return Merchandise Authorization).

Grand Rapids Return Coordinator 1-833-690-7755

Reman Unit Return Criteria

- Regularly Stocked Reman Units are accepted without penalty if returned within 60 days of the original purchase date and if they are still in the original packaging.
- Regularly Stocked Reman Units that have been returned after 60 days from the original purchase date or have the original packaging material removed are subject to the charges listed in the Reman Unit Restocking Fee Chart below.
- Units that have been installed or modified will be charged in accordance with the cost to return them to original condition plus the return fee listed in the Reman Unit Restocking Fee Chart below.
- Special Order Reman Units are not returnable.
- Customer is responsible for all return freight charges.
- Refunds will be credited to the customer’s charge account. If no charge account exists, a check will be issued within 14 working days.

New Parts Return Criteria

- Regularly Stocked Parts are accepted free of charge if returned within 30 days of the original purchase date and are still in the original packaging.
- Regularly Stocked Parts that are returned after 30 days or removed from the original packaging are subject to 25% restocking fee.
- Special Order and Electrical Parts are not returnable.
- New parts must be returned to the original location of purchase.
- Refunds will be credited to the customer’s charge account. If no charge account exists, a check will be issued within 14 business days.

Used Parts Return Criteria

- Used Parts are not returnable.

Reman Unit Restocking Fee Chart

Rear Tandem/Single Axle Differential	\$40
Front Tandem Differential	\$60
Manual Transmission	\$100
Allison Transmission	\$100
Steering Gear	\$25
Fifth Wheel	\$40