Part Return Policy

Valley Truck will not accept merchandise returned without an original invoice. All returns must be made within 30 days of the date of the original invoice. A 15% restocking charge will be applied to all merchandise returned due to customer error. Special ordered parts are not returnable.

Any customer wishing 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 to obtain an “RMA” number (Return Merchandise Authorization).

Grand Rapids Return Coordinator: 1-833-690-7755
National Call Center: 1-888-419-8090

Reman Unit Return Criteria:

- Regularly stocked Reman Units are accepted without penalty if returned within 45 days of the original purchase date and if they are still in the original packaging.
- Regularly stocked Reman Units returned after 45 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.
- Reman 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 regardless of the timing of return.
- Refunds will be credited to the customer’s charge account. If no charge account exists, a check will be issued within 14 business days.

New Part Return Criteria:

- Regularly Stocked Parts are accepted without penalty if returned within 45 days of the original purchase date and are still in the original packaging.
- Regularly Stocked Parts returned after 45 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.
- Customer is responsible for all return freight charges regardless of the timing of return.

- 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 Part Return Criteria:

- Used parts are sold as is and are not returnable.

Reman Unit Restocking Fee Chart below.

Manual Transmission	10%
Allison Transmission	10%
Front Differential	10%
Rear Differential	10%

Used Parts are not returnable.

Core Return Policy

1. Customer must pay invoices in full, including any core charges. It is not acceptable to short pay core charges. Any core returned for credit against an invoice where the core charge has been "short paid" is subject to a 50% reduction in the core credit allowance.
2. Cores must be returned within 6 months of the original invoice date to be eligible for full credit unless prior arrangements are agreed upon:
    a. Cores returned 6 months and up to 1 year are subject to a 25% reduction in the core credit allowance
    b. Cores returned after 1 year are subject to a 50% reduction in the core credit allowance
3. If you are stocking our units at your facility, you must notify us in writing or e-mail nmorgan@valleytruckparts.com each week with a list of the units sold to your customer. This information should include your company name, location, phone number, contact name, the unit model number, our serial number and the date of sale to your customer. Timeline for item #2 above starts when the unit is sold to your customer.
4. All cores MUST be returned via www.returncore.com, calling 1-833-690-7755, or emailing returns@remancorecenter.com DO NOT return cores by any other method.

Extra freight charges incurred, due to improper return process, will be charged back to your account.

5. All cores are to be returned with our core tag attached. You will find this core tag in the same packet as the Bill of Lading, or it may be in a clear packing list envelope on the unit itself. Please make sure the core tag is securely attached to the core upon return, as this helps to assure the core credit is applied to the correct account and towards the correct invoice. If the core tag is missing or lost, please send a copy of the invoice with the core for proper credit to be issued. It is also helpful to have some kind of identification such as a shipping label or tag attached to the core to help us identify where the core came from. If not properly identified, the result may be a delay in getting your core credit.
6. All cores are subject to a visual inspection upon return. Cores may be subject to a reduced credit allowance based on the following criteria:
    a. Transmissions with a visibly broken main case
    b. Differentials with a visibly bad or broken carrier and caps
    c. Any transmission or differential that is burned up due to improper lube levels (Units that have been exposed to fire, or units that have severe rust as a result of prolonged weather exposure will not be acceptable for any core credit allowance)
    d. For a list of core damage deductions, see below
7. We will notify you by phone or email when any of the above instances occur. Cores not accepted may be returned to you freight collect or scrapped at your discretion. Please carefully inspect the cores you receive from your customers. If there are any questions or concerns on core credit allowances, please contact your customer service representative.
8. All cores must be like for like, unless prior arrangements are agreed upon.
9. You may return a core unassembled, but it must be reasonably packaged and 100% complete.