



12800 Northwest Freeway (77040)  
P.O Box 1373 Houston, Texas 77251-1373  
Main Office 713-460-2000

## Parts Return Policy

Parts sold or shipped from Mustang Cat can be returned within 30 days of receipt in most cases. Some products have different policies or requirements associated with them as outlined below.

### Caterpillar Parts

Caterpillar parts can be returned within 30 days of receipt by shipping or returning the part to any Mustang Cat parts location. Once the item is received, it takes up to 3 business days for the refund to be processed and 4-5 business days for the refund amount to credit your account.

### Allied or Non-Caterpillar Branded Parts

Allied or non-Caterpillar branded parts can be returned within 30 days if the parts adhere to the return policy for the applicable supplier.

### Non-Returnable Parts

The following items are excluded from Mustang's Parts Return Policy:

- I. Parts valued at less than \$50 at cost
- II. Made to order hoses
- III. Fluid carrying tubes with the end protection removed
- IV. Glass and other applicable cosmetic parts
- V. Electronic control modules (ECM) that have been flashed
- VI. Parts that show signs of use or installation will not be accepted
- VII. Parts that have 'Non-Returnable If Opened' label will not be accepted if opened

### Returnable Parts

Parts that are returnable that Mustang Cat does not stock have to be valued at \$50 or more at cost.

### Return Requirements

In order to process timely returns and prevent discrepancies, the following list is required for all parts returns:

- I. Parts returned must be accompanied by a Mustang invoice or packing list
- II. All parts returned must be in the original packaging in like new condition

### Restocking Fees

Caterpillar parts that are kept in Mustang's inventory and meet the return criteria can be returned within 30 days with no restocking fee. Caterpillar parts that were brought in from outside of Mustang Locations will be subject to a restocking fee that will be determined at the time the return is processed. Allied or non-Caterpillar branded parts will be subject to a restocking fee if applicable. Parts ordered utilizing Mustang's Customer Pickup (Will Call), Curbside Pickup, or Parts Dropbox Locations that have not been picked up within 10 business days will be returned. Returnable will be returned with the appropriate restocking fee, up to 25% of the order total.

### Non-Stock & Freight Charges

Caterpillar parts that are not inventoried at any Mustang location will be subject to a restock fee plus the cost of any applicable freight charges incurred.

### Abandoned Parts

Any non-stock nonreturnable parts that are ordered utilizing Mustang's Customer Pickup (Will Call), Curbside Pickup, or Parts Dropbox Locations that have not been picked up within 30 days will be considered abandoned and will be scrapped. Additionally, any customer owned components, such as cores, that are left at a Mustang facility for more than 30 days will be scrapped.

### Return Credit Processing

All parts return credits, including core credits, will be issued within **30 days** of the date the part is returned.

### Reporting Discrepancies

Any discrepancies related to a return credit must be reported to Mustang within **35 days** of the original return date.