

Poorman Automotive Warehouse Returned Parts / Credit Policy

In efforts to assure that Poorman Auto Supply customers receive quick and accurate credit on returned items, while assuring timely deliveries of new purchases, Poorman Auto Supply requires customers to adhere to the following policy. If you have any questions or concerns, please contact your primary Poorman Auto Supply Store Manager for assistance.

1. Parts must be in resalable condition. Parts with opened or damaged packaging may not be eligible for return at the sole discretion of the Poorman Auto Supply Counter Staff. Opened Gaskets are not eligible for return.
2. All items being returned to Poorman Auto Supply, whether New, Defect or Core should be accompanied by a copy of the original purchase invoice to make sure that credit is properly issued in the correct amount.
3. Parts returned to Poorman Auto Supply without a copy of the original purchase invoice will be credited based on the oldest available purchase and at the sole discretion of Poorman Auto Supply.
4. To be eligible for full credit, parts are required to be returned within 30 days of purchase with a copy of the original purchase invoice. Parts returned after 30 days, or without a copy of the original purchase invoice will be charged a 20% restocking / service fee not to exceed \$100. Parts are not eligible for return after 1 year.
5. When accompanied by the original purchase invoice all credits will be issued within 48 hours. When a copy of the Original Invoice is not provided, credit will be applied at the discretion of Poorman Auto Supply.
6. Poorman Auto Supply Delivery Drivers are only authorized to collect a maximum of 5 return items per Customer per day provided parts can be accommodated by the vehicle in use; This is in efforts to keep daily deliveries running smoothly and timely. Larger returns must be coordinated with your Primary Poorman Location by calling your store Manager and scheduling a pickup.

Please note that copies of original purchase invoices can be easily downloaded / printed from WebDocs which all Poorman Auto Supply customers have access to. If you need help with your WebDocs login credentials please contact your Outside Account Manager, Shane McCullough at 316-990-6826 or shanem.poormans@gmail.com for assistance.

Thank you for your cooperation with the Poorman Auto Supply Returned Parts Credit Policy and Procedure. With your help, these guidelines make sure that new purchases are delivered in a timely manner and that returns are processed quickly thereby returning those needed funds to your account. Thank you for your understanding and cooperation!



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