

30 Day Parts Return Policy
(Excluding Machines)
Revised October 8, 2024

Any parts returned to Minuteman International must have a Return Goods Authorization number (RGA) accompanying it. This number must be clearly marked on the package and returned to Minuteman freight prepaid. Any parts returned without an RGA number or freight collect will be refused and shipped back at the customer's expense. Contact the Customer Service Department for the Return Goods Authorization number.

Return parts procedure is as follows:

- Part(s) have been purchased directly from Minuteman and all invoice numbers are included.
- In the judgment of Minuteman, the must be new in the original packaging and resalable condition.
- Part(s) have not been installed into a machine or removed from a new machine.
- Part(s) have not been designated non-returnable for any reason.

Credit will be issued for accepted return parts one of the following ways:

- 15% restocking fee applied from invoice provided.
- 25% restocking fee for parts returned with no invoice provided.
- Restocking fees may be waived at the discretion of the Customer Service Representative.

The following parts cannot be accepted:

Brooms / Brushes	Hoses / Seals	Pad Drivers
Tires / Belts	Squeegee Blades	390 Series Vacuum
Hardware Items	Relays	Switches
All Batteries- Including	Flaps / Gaskets	
Lithium	Controllers	

**Battery chargers can be returned.*

Minuteman reserves the right to designate any of the parts as non-returnable.