



# CANADIAN LIGHT TRUCK WAREHOUSE

## RETURNED GOODS POLICY

### SURREY MAIN WAREHOUSE

Unit 9 - 19257 Enterprise Way  
Surrey, BC V3S-6J8

### ORDER DESK: 1-888-377-7623

Phone: 604-534-2569  
Fax: 604-534-5363  
[WWW.CLTW.CA](http://WWW.CLTW.CA)

### EDMONTON WAREHOUSE

12029 75 Street  
Edmonton, AB T5B-2B6

## SHIPPING POLICY

Canadian Light Truck Warehouse (CLTW) wants to make ordering from us easy for you. This is why we offer prepaid shipping.\*\* This means that if you spend our minimum dollar amount for your zone, we will ship to you for free. If you don't meet our minimum dollar amount for prepaid shipping, we'll ship to you for the below zone cost, or we can ship collect on your account/preferred courier.

**Prepaid Zones:** BC and AB and SK and MB: \$440.00  
ONT and East: \$550

**Under Prepaid:** BC and AB: \$16.00  
SK and MB: \$20.00  
ONT and East: \$25.00

\*\* Excluding oversized and overweight items

\*\* There may be some exceptions due to remote destinations and areas deemed as "Beyond Points" through our couriers. Special rates will be obtained for those orders.

## RETURNS POLICY

We are pleased to offer a "No-Hassle" 90-days returns policy\* to our customers. There will be no restocking fees issued during this period provided that your product is returned to us in re-sellable condition. For product older than six months or product that is not in re-sellable packaging, we may still accept the return but will charge a restocking/repackaging fee. Product returns must be pre-authorized by us, with an RGA number prior to any goods being returned to us. Any product returned without an RGA will be issued a 5% restocking fee. To receive an RGA, complete the form which can be found at on the following page or at [www.cltw.ca](http://www.cltw.ca).

**All returns are applied to account for credit only.**

The customer is responsible for freight for all returned product. Any returns sent back to us collect, the amount of the freight will be deducted from the credit invoice. Discontinued and special order items are non-returnable.

\*Not applicable for suspension products.

\*Only applicable to accounts in good standing and if ratio of returns is deemed acceptable.

## PREPAID EXEMPTIONS

Some larger items and overweight items are exempt from the pre-paid program. Exemptions include, but are not limited to: suspension, canopies, tonneau covers, bumpers, bed slides, large tool boxes, tires, wheels, winches, rubber bed mats, seats, long running boards, fuel cells, hoods, sheet metal, wood box liners, poly box liners and all wood products which have their own shipping costs due to their fragile nature. We contact a few different shipping companies looking for the lowest quote. We then charge the customer's invoice the quoted shipping amount. We can also ship collect on the customer's freight company of choice.

## WARRANTY POLICY

All CLTW products are fully guaranteed against defects in workmanship and materials for a period of time specified by the vendor/manufacturer.

- Warranty is limited to defects in workmanship and manufacture. All painted or plated surfaces including, but not limited to: any products that are powder-coated, zinc or painted, or any surface that may be worn away and damaged by road wear and debris in normal use are generally non-warrantable, ask your CSR or our returns department for more details.
- Defective and warranty replacement products will be replaced free of charge, however, CLTW are not responsible for any labour, paint, freight or any other costs that may be incurred by the re-seller/installer or end user.
- Pre-authorization must be granted and RGA number issued prior to returning product, regardless of reason.
- All painted products must be pre-fitted prior to painting, as warranty does not cover paint.
- All warranty is limited to the original owner.
- Winch products, roll-top covers and fiberglass products will be repaired in field or returned to the vendor to be repaired at the discretion of the vendor. Contact the warranty returns department for more information.



**PLEASE RETURN YOUR PARTS TO :**  
 Canadian Light Truck Warehouse—  
 ATTN : RETURNS DEPARTMENT  
**UNIT 9—19257 Enterprise Way**  
**Surrey, BC**  
**V3S 6J8**  
 PHONE : 604 534-2569    FAX : 604 534-5363

Customer Number : \_\_\_\_\_  
 Customer Name : \_\_\_\_\_  
 Contact Name : \_\_\_\_\_  
 Address : \_\_\_\_\_  
 City : \_\_\_\_\_  
 Postal Code : \_\_\_\_\_  
 Phone Number : \_\_\_\_\_  
 Fax Number : \_\_\_\_\_  
 Email Address : \_\_\_\_\_

**ALL RETURNS MAY BE SUBJECT TO A RESTOCKING CHARGE.  
REFER TO OUR RETURN POLICY.**

PLEASE EMAIL ALL RGA FORMS TO : [RETURNS@CLTW.CA](mailto:RETURNS@CLTW.CA)

WARRANTY

NEW PRODUCT

INVOICE #	PART #	QTY	REASON FOR RETURN

**FOR CLTW INTERNAL USE ONLY**

RETURNED FREIGHT —

PREPAID

COLLECT

RETURN AUTHORIZED

DATE OF AUTHORIZATION : \_\_\_\_\_

RGA NUMBER : \_\_\_\_\_

AUTHORIZED BY : \_\_\_\_\_

RGA form must be attached to product when returned to CLTW