



- All returns must be processed thru the Fred Beans Parts Return page www.fbparts.com/customer-returns/
- To ensure proper credit is given, all information is to be completed on the web forms.
- All returns must be in their original container and in the same condition as when originally received.
- Damaged parts must be submitted within 3 business days of original invoice date, or they will not be considered for return. A DRA# will be assigned and is necessary for damage credit to be issued
- All Parts are to be checked for fitment and damage prior to prepping, painting, or welding, (Please ensure the part is correct before painting!)
- There is a 30-day limit on all Returnable items.
- All Special-Order parts are non-returnable.
- All cores must be returned in the original box. No exceptions.
- All cores must have the fluid drained. Un-drained cores will not be picked up.
- The following items are non-returnable unless written authorization from management has been issued:

Please Inspect Items at Time of Delivery

- **ALL Glass**
- **ALL Exhaust**
- **ALL Interior trim**
- **ALL Accessory items (example: floor mats, touch up paint)**
- **ALL Open Items**
- **ALL Parts labeled as "NON- RETURNABLE" on Invoice**

Revised Return Codes

A - Warranty Defect Installed	K - Insurance Co Estimate Error
B - Picking Error- Part # On Box Does Not Match Invoice	M - Insurance Replaced With LKQ
C - Visual Damage	N - Insurance Replaced With A/M
D - Concealed Damage	O - Customer No-Show (Canceled)
E - Core Return	P - Package Error - Miss Boxed
F - Ordered In Error by Counterperson	Q- Duplicate Order
G - Ordered IN Error by Shop - Wrong Side	R - Vehicle Total loss
H - Ordered In Error by Shop- Wrong Part	X - Billed to wrong customer
I - Not On Truck - Missing	Z – Exchanged/Swap
J - Not ON Truck- Found	