

Fred Beans

PARTS

- All returns must be processed through the Fred Beans Parts Return page:
www.fbparts.com/customer-returns/
- To ensure proper credit is given, all information must be completed on the web forms.
- All returns must be in their original packaging, unused, and in the same condition as when originally received.
- Damaged parts must be submitted within 5 business days of the delivery date, or they will not be considered for return. A DRA# will be assigned and is required for damage credit.
- All parts must be checked for fitment and damage prior to prepping, painting, or welding.
- (Please ensure the part is correct before painting!) Painted or prepped parts are not eligible for return.
- There is a 60-day limit on all returnable items.
- All special-order parts are non-returnable.
- All cores must be returned in the original box with all fluids drained. Un-drained cores will not be picked up.
- All exchange parts must have a valid RMA issued prior to being returned.

Non-Returnable Items (unless written authorization from management):

- Backordered parts that are sourced from another vendor along with any freight involved
- Airbags and SRS components
- Electrical parts (Including but not limited to wire harnesses)
- Glass
- Exhaust
- Interior Trim
- Accessory Items (floor mats, touch-up paint, etc.)
- Open Items
- Parts labeled "NON-RETURNABLE" on invoice.
- Drop shipped parts

Total loss Restocking Fees

- Total loss returns will be subject to a 20% restocking fee on any returnable part.

Revised Return Codes:

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| • A – Warranty Defect Installed | • I – Not on Truck (Missing) |
| • B – Picking Error (Part # on box does not match invoice) | • J – Not on Truck (Found) |
| • C – Visual Damage | • K – Insurance Co Estimate Error |
| • D – Concealed Damage | • M – Insurance Replaced with LKQ |
| • E – Core Return | • N – Insurance Replaced with A/M |
| • F – Ordered in Error by Counterperson | • O – Customer No-Show (Canceled) |
| • G – Ordered in Error by Shop (Wrong Side) | • P – Package Error (Misboxed) |
| • H – Ordered in Error by Shop (Wrong Part) | • Q – Duplicate Order |
| | • R – Vehicle Total Loss |
| | • X – Billed to Wrong Customer |
| | • Z – Exchange / Swap |