

Parts Return Policy

Special Orders

Special orders including emergency orders, factory orders for non-stocking items, and factory dropship orders are **non-cancelable and non-returnable**. We strongly recommend that you verify the need for those items before ordering. Some manufacturers might add handling charges, have minimum order requirements, or require next-day air shipping. Any additional charges from the manufacturer will be included on your invoice.

Shipping Damage Claims

Shipping damage must be reported to Grassland Equipment and Irrigation Corporation within 48 hours of receipt. We strongly suggest you inspect all incoming shipments for shortages and damages prior to accepting them from the carrier. Please make sure any damage or shortages are noted on the carrier's delivery documents and keep a copy when applicable. Grassland Equipment will not be held liable for any hidden damage not documented on the carrier's delivery documents.

Product Returns (Certain parts are non-returnable)

- Requests for return of merchandise must be made within (30) days from the invoice date.
- Requests for return of merchandise relating to shipping errors or defective merchandise must be made no later than 48 hours from the receipt of the shipment.
- No returns are accepted without prior authorization. Please contact our Parts Department for a Return Goods Authorization (RGA) number.
- All returns must be in the manufacturer's original packaging, be in sellable condition and must be received within 10 days after RGA is issued.
- Any items that are not in sellable condition will be returned to the customer at their expense, or scrapped.
- All returns should be shipped to Grassland Equipment prepaid via a trackable carrier with the RGA clearly written on the package.
- The determination of resale ability and acceptance rests solely with Grassland Equipment.
- Credit will be issued minus a 20% restocking fee. No credit for shipping charges.
- Customer requesting UPS Return Label will be billed for return shipping charges at current UPS rates.

The following items are classified as non-returnable and are not eligible for return:

- Electrical parts
- Special order, non-stocked items
- Items in sealed packages that have been opened and/or re-taped
- Items listed by manufacturer as non-returnable, superseded or no longer available
- Items that have been installed, damaged or used