

**PDI RETURN AND EXCHANGE POLICY FOR PROFESSIONAL INSTALLERS**  
**11-1-2023**

**NEW RETURNS:**

New Returns older than 120 days are subject to a 20% restocking fee. New Returns older than 180 days will not be accepted. Store credit will be issued for New Returns older than 30 days purchased via credit card. Installer-stocked product lines may be exchanged for like products without restriction (filters, wipers, etc).

**PDI PRODUCT GUARANTEE:**

We offer free exchange for every part against manufacturer defects for the parts-and-labor warranty period you publish to your customer.

PDI Product Guarantee does not extend to defects caused by wearout, warp (rotor), corrosion, misuse, abuse, commercial use, racing, or failure to follow best practices. Guarantee applies to professional automotive repair facilities engaged in the business of installing and re-selling products to the vehicle owner. Guarantee is non-transferrable (extends only to the original repair facility and vehicle owner at the time of original installation).

**PRODUCT EXCHANGE PROCESS:**

- Installer purchases/installs product.
- Vehicle returns to the customer, upon inspection the installer determines a manufacturing defect in the product.
- Installer reorders/installs identical product from PDI.
  - If PDI does not have an identical replacement unit on hand, installer must CALL PDI who will source a replacement unit in this order:
    - An equivalent or better unit that PDI has in stock.
    - PDI will locally source an identical unit.
    - PDI will locally source an equivalent unit.
    - PDI will special order an identical replacement from the original manufacturer, standard ground shipping.
- Installer returns alleged defective unit to PDI in box of replacement unit.
- When PDI Processes a “Defect Return”, we will see two sales orders (original and replacement). Credit will be issued for the replacement order.
  - In the case where PDI provided a product substitution, credit will be issued for the replacement unit (net exchange).

**IF INSTALLER CHOOSES NOT TO FOLLOW THE EXCHANGE PROCESS:**

- Installer returns item in identical box that they acquired from a different source.
- Installer returns the item in a non-identical box (sourced from a competitor).
- Installer returns the PDI item in an OE/Dealership box.

PDI will issue credit for lesser of the two invoices (ours/theirs), Less 20%. Copy of Competitor Invoice must be supplied. Product must be specifically identifiable as the product originally sold by PDI.

\* Instances where the vehicle was repaired out-of-area will be handled on a case-by-case-basis.