

Return Policy

Thank you for shopping at Sparetime Supply Distribution. We are committed to providing excellent customer service. If you are displeased with your purchase, we make every reasonable effort to correct the situation.

Returns

Incorrectly Ordered or Unsatisfied with Order

Sometimes our customers realize they ordered incorrectly or are not satisfied with the product. That's not a problem.

Sparetime Supply Distribution customers have up to 60 calendar days to return items from the date received if the items:

- Have not been used
- Are in the original manufacturer packaging
- Are in the same saleable condition they were received

In some cases, items may be approved for returns beyond the 60-day return period. These returns are subject to a 15% restocking fee or, if beyond a calendar year, a 25% restocking fee. **All returns after 60 days are subject to approval by Management.**

Note: Special order items, as well as discontinued items beyond the 60-day return period, are non-returnable. Short shelf-life items are subject to their expiration date and may not be returnable. Sparetime Supply Distribution does not accept returns of expired products.

You will be responsible for paying for the shipping costs of returning the items.

Depending on your location and the items being returned, the option may be available to return the items on one of our Sparetime Supply delivery trucks. Please discuss this option with our Returns Officer.

Item Ordered is Defective

If an item is defective, there may be a manufacturer warranty that covers the defect. The manufacturer warranty comes exclusively from the manufacturer. If a manufacturer declines to cover a warranty, that warranty will be null and void. If the defective item was ordered beyond the 60-day return period, customers should contact the manufacturer and process a warranty claim through the manufacturer's customer service.¹ Please let us know if you need help reaching out to a manufacturer.

¹ In certain situations, we will help coordinate the process.

Wrong Items were Shipped (or items are missing in the shipment)

If you receive an incorrect item due to a shipping error or if your order is incomplete, please call Customer Service to report the error so that we may provide you with a satisfactory resolution. You will be charged for an incorrect item until we receive it back.

Damaged Items were Received (due to shipping)

Occasionally deliveries get damaged by one of our carriers. Whenever possible, inspect the freight before you sign. If damage is noted, unless you arranged your own freight, you should immediately contact our Logistics Department to discuss whether to refuse shipment. Documentation during the receiving process is very important. Take digital photographs of damage. If possible, photographs of the load still on the truck will limit your liability. Note on the freight bill any obvious damage at the time of delivery. If you suspect internal damage, open immediately. Even if no damage is suspected, open the carton(s) within 48 hours and make a thorough inspection. Sparetime Supply Distribution is required to report a damaged shipment to our carriers in a set number of days, otherwise reimbursement for the shipment may be withheld. If your shipment is held longer than 3 business days before you report damage to us, it may be treated as an incorrectly ordered shipment (see above). If your shipment is within 3 business days, our Returns Officer will gladly accept the return and provide either a replacement or 100% refund.

Credits

Once we receive the returned items we will notify you of receipt. We will make a thorough inspection of the items returned and notify you within three (3) business days of the status of your credit. If the return is approved, we will issue a credit to your account.

Note: This policy may change for individual customers due to volume of returns