

Alliant Power accepts new product returns within one year from the date of purchase. Special order and non-stocking items are not returnable unless approved in advance by the original manufacturer/vendor.

There is a 15% restocking fee for all returns. This fee is waived with an offsetting order.

To initiate a new product return, contact Customer Service to obtain a Sales Return Order/RGA by emailing dieselparts@alliantpower.com or calling 800.735.7358.

All return shipments must reference the SRO number provided by Customer Service. All discrepancies must be within 30 days of receipt of product. Returning items without an SRO will result in product being returned to the customer at the customer's expense.

Items are eligible to be returned to Alliant Power for a refund if the following conditions are met:

- Product is in the original box which is free from writing, markings or labels applied, other than those from original manufacturer;
- Product is unmodified, new, uninstalled, and resalable condition;
- All installation instructions, technical information, and hardware is included (if applicable).

Items that are not eligible for return:

- Parts not purchased directly from Alliant Power;
- Parts less than \$10;
- Fuel additive;
- Seals, gaskets, O-rings, hardware, fasteners, and/or consumables;
- Superseded or obsoleted parts.

A fee of 25% will be assessed if re-boxing or relabeling is required for Alliant Power or DIPACO/DTech branded products. All other product brands received that would require relabeling or re-boxing to sell are not eligible for return and will be returned to the customer at the customer's expense.

Guidelines for returning product:

- Return shipping and insurance is the responsibility of the customer. Alliant Power is not responsible for returns that are uninsured and subsequently damaged or lost during the return shipping process.
- Returns must be packaged in an appropriate shipping box. Applying shipping labels directly to the part and/or part package is not acceptable.
- New product returns cannot be commingled in the same shipping box with other returns such as core or warranty. Mixed returns cannot be processed together and will be returned to the customer at the customer's expense for separation and reshipment.

Returns will be credited to the customer, less any applicable restocking fees, within five (5) business days of receipt by the Alliant Power Receiving Department.