

Return Policy



Filtration

Product Return Policy for US & Canada

Customer Requested Returns (Stock or Annual Return)

Cummins Filtration wants to help your business succeed by allowing the appropriate return of non-moving items. Please follow the guidelines below when returning unused product to Cummins Filtration.

Contact your Customer Care Representative at 1-800-22FILTER (1-800-223-4583) to request a Return Material Authorization (RMA) prior to returning any product. The RMA must be returned within 90 days of the issue date, or it will be canceled. An RMA can be used for only one return; additional RMAs must be completed if further returns are desired.

Guidelines for Returned Products:

1. Each returned item must be in saleable condition (i.e., free of rust, dents, dust, scratches, etc.) and must not be an obsolete product. **Product that cannot be resold will be scrapped with no credit issued.**
2. Returned items must not be over three (3) years of age, or they will also be scrapped with no credit issued. If there are any questions on how to determine a product's date code, please contact your Fleetguard Territory Manager.
3. Liquid, chemical and private branded items will not be accepted.
4. Full carton quantities in original cartons will be accepted.
5. Less than full carton quantity filters must be packaged securely to prevent any damage. If "mixed" product is inside a box/carton, please write "SINGLES" very clearly on the outside of your packaging to alert our returns team that mixed product is inside the carton.

Shipping Guidelines:

1. Return non-moving product to the address indicated on the RMA form.
2. Multiple items on one RMA may be packaged and shipped together.
3. Package returned products carefully to ensure proper protection.
4. All Customer Requested Returns must be prepaid (unless specified on RMA as collect).
5. Customer Care will provide shipping instructions at the time the RMA is issued. **All shipping instructions must be followed, or Cummins Filtration will not be responsible for claims or housing damaged product.**
6. Attach a manifest to the package detailing part numbers and quantities being returned. The manifest should indicate the number of skids being returned and each skid must reflect the RMA number to ensure proper processing. If returning non-skidded product, please number each carton (e.g., 1 of 3) so that the complete return is processed together.
7. In the Shippers Reference on the Bill of Lading, please reference the RMA number.

Credit Process:

1. Purchases made during the previous calendar year will be averaged. If the average is between pricing levels, it will be rounded to the closest level. The resulting average level will be used to credit your returns throughout the year.
2. Returned products will be processed with a 20% handling fee.
3. Customer requested returns will be allowed for up to 4% of the prior year's purchase amount.

Guidelines for Cummins Filtration-Initiated Returns:

All Cummins Filtration initiated product returns must be shipped to the location address on the RMA form within 60 days from the date the RMA is issued, or the customer will be held liable and invoiced for any unreturned product. Freight terms must be as marked on the Details of Return section.

1. Each item must be in saleable condition (i.e., free of rust, dents, dust, scratches, etc.) and must be in its original packaging.
2. The RMA document must be attached to the shipment.
3. If no call tag was issued, product must be returned with Cummins Filtration's preferred carrier specified on the left-hand side of the form.
4. Product must have proper packaging protection.