

New Return Policy

Attention Parts Managers:

To streamline the process of new returns with Fred Jones, we are implementing a new return policy. The new policy will require all new returns to have a Return Authorization (RA) prior to returning the products. The Return Authorization will be issued by the Fred Jones Customer Service department. To initiate a new return, please follow the steps below.

1. Email Fred Jones Customer Service at csgroup@fred-jones.com
 - a. Subject Line of the email should be "New Return - provide the Sales order # or invoice #
 - b. In the body of the email please provide your contact information, P&A Code, part number, and the reason for returning.
 - c. **It is very important that if the part is serialized the serial number matches both the RA and the labels on the unit or the driver will not pick it up.**
2. After it has been received/reviewed/and processed Customer Service will respond to the original email with your RA Form. Please print a copy for your records.
3. FJE will direct your core driver to retrieve the unit by providing them with a copy of the RA. The core driver will retrieve the unit and sign your copy of the RA upon pick up.
4. Once the part has been returned to the warehouse and **after it has been fully inspected only then will the credit be issued.**

An example of a Return Authorization form is attached.

If you have any questions, please reach out to the FJE customer service department at 1-800-927-7845, or by email at csgroup@fred-jones.com.