

Arrow Material Handling Products Return Procedure

Overview

Any product being returned for any reason must be approved, prior to shipment, by Arrow Customer Service. Returns require a Return Authorization Number, to be supplied by Arrow Customer Service. To initiate a return, contact Arrow's Customer Service Team at **913-495-4803** or via CustServ@ArrowMHP.com

Custom manufactured forks or attachments that do not fit because of incorrectly provided specifications are non-cancellable and non-returnable.

Arrow may, at its own discretion, accept material returns for non-obsolete product shipped from an Arrow facility within ninety (90) days, unused, unopened, in original packaging, in good condition and not requiring touch-up or repair. Restocking of returns are subject to a minimum 20% restocking fee.

Goods not returned within 30 days of the issuance of the Return Authorization will not be accepted. Unauthorized returns may be reshipped to the customer freight-collect.