

# Midwest Fastener Key Category Product Return Policy

Effective: April 15<sup>th</sup>, 2024

## ▪ Mechanical Brass Keys

### General

All brass key returns require authorization from Customer Service or the Technical support team.

All product must be returned in order to receive credit or reimbursement.

Undocumented keys or any keys received without any prior communication or authorization will be reimbursed at 50% of the price of the key.

### Damaged or Defective Product, Product Shortages & Overages

Any claim due to damaged or defective product, product shortages or product overages must be made within 45 days of receipt.

Any claim made after the 45-day period is subject to a 15% restocking and handling fee plus the return freight cost.

### Miscut Keys

Miscut brass keys are not eligible for return

## ▪ ChipKey® Car Keys

### General

All ChipKey returns require authorization from the Technical Support team.

All product must be returned in order to receive credit or reimbursement.

Undocumented ChipKey car keys or any ChipKey car keys received without any prior communication or authorization will be reimbursed at 50% of the price of the key.



### **Product Shortages & Overages**

Any claim due to product shortages or product overages must be made within 45 days of receipt.

Overages for product ordered through a KID® Machine or the Hy-Ko Keys Desktop™ Software are subject to a 15% restocking and handling fee plus the return freight cost.

All ChipKey car keys must be returned uncut to receive full credit. Any cut key received will be rebladed or credited through the ChipKey Reblade program.

### **Incorrect Product Ordered**

Wrongly ordered keys that were not compatible with the customer's vehicle are subject to a 15% restocking and handling fee plus the return freight cost.

All ChipKey car keys must be returned uncut to receive full credit. Any cut key received will be rebladed or credited through the ChipKey Reblade program.

### **Defective Returns**

Any return related to a defective product, a confirmed programming issue or confirmed issue relating to the product's functionality must be made within 2 years of receipt to receive full reimbursement of the price of the key.

Any return related to a defective product, a confirmed programming issue or confirmed issue relating to the product's functionality past 2 years of receipt will be reimbursed at 75% of the price of the key.

Any ChipKey car key received without prior communication and confirmation from Technical Support will be reimbursed at 75% of the price of the key.

Damage or loss of functionality due to improper or misuse of the product is not eligible for reimbursement or credit.

All defective ChipKey returns are inspected and verified by the Technical Support team. Any key that is found to be miscut will be rebladed and returned to the account or credited to the account through the ChipKey Reblade program.



### **Miscut ChipKey Car Keys**

Miscut ChipKey car keys will be rebladed and returned to the account or credited to the account through the ChipKey Reblade program.

Any miscut ChipKey car keys that were cut on a KID machine, Sidewinder Konnect or Sidewinder Konnect Plus will be reimbursed at the full price of the key.

Any miscut ChipKey car key received through the ChipKey on Demand program will either be replaced at no additional cost or be reimbursed the full price of the key.

### ▪ **Buybacks**

All buybacks must receive approval from the account's HRM and RSM and MWF accounting and are subject to a 25% restocking and handling fee plus the return freight cost.

