

Subject: Henny Penny Parts Department RMA Policy Update

Date: January 23rd, 2024

Region: Global

Model Effected: All

Summary

Effective **February 1, 2024**, Henny Penny will adopt the following policy related to Service Parts returned to Henny Penny and restocking fees:

- Henny Penny will only accept returned parts up to one year from invoice date with accompanying Henny Penny invoice or order number.
- Please send all request to email address: RMAReturns@hennypenny.com.
- All return request within 120 days of invoice date will have 0% Restocking Fee.
- All return requests must meet a minimum total of \$500 net value.
- All return request after 120 days of invoice date will have a 20% Restocking Fee.
- December will be our only black out month. We will finalize current returns for credit and prepare for our year end activities. (You may send December request by email, to be processed in January)
- We will allow return of decals and labels in new condition, within 6 months of purchased invoice date.
- All parts, kits, service packs and assemblies must be complete in original packaging, unopened and in like new condition.
- We will not accept items that are Obsolete, Discontinued or not of current revision level to be returned.
- We will not accept the following items to be returned for credit: hardware, liquids, cleaners, compounds, glue, insulation, braiding, seasoning, filters, tape, Plexi & glass assemblies, and wire harnesses.
- We will not allow returns of OEM special order parts— these items are defined by Henny Penny as non-standard stocking items.
- All items must be returned to Henny Penny within 180 days of the RMA issuance. After this period, the RMA will be canceled, and the process will reset.
- The RMA number must be clearly marked on the outside of the returned package.
- Unauthorized returns will not be accepted.

Questions

If you have any questions, please contact RMAReturns@hennypenny.com.