



100% Employee-Owned
Since 2016

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4020 B Calvin Dr.
Hopkinsville, KY 42240
866-554-6588

4841 W. Old Vernal Pike
Bloomington, IN 47404
800-873-4236

1710 Walter Glaub Dr.
Plymouth, IN 46563
800-223-8965

www.bentire.com

NEW TIRE AND PRODUCT RETURN POLICY

Ben Tire Distributors understands that there are times that purchases will need to be returned. We ask that these return requests happen in a timely manner. The sooner you make us aware that a return needs to be done the sooner we can process that return and get you a credit. This will aid both our businesses with better inventory and cost controls.

RGAs

If you want to return any new product purchased from Ben Tire Distributors you need to call your servicing location so we can arrange a pick-up by your driver with your next delivery. We will create an RGA - Return Goods Authorization request that will be sent with your driver. Your driver will verify the return and will leave a copy of this RGA. This RGA is not your credit. Once the product arrives back at our DC a credit will be issued within the next business day based on the purchase price of the product. **Only new products in sellable condition that have been purchased within the prior twelve months will be accepted.**

Note: Shipping mistakes that occur will be treated as an exchange. If a shipping error (including mislabeled tires) does occur, please call your servicing location so the proper arrangements can be made.

EXCEPTIONS

Special Orders

We cannot accept the return of special-order tires/products or tires/products that were not purchased from Ben Tire Distributors. These products will be returned to you.

Discontinued Tires

Discontinued tires will not be accepted without prior approval from the DC manager. Discontinued tires that are accepted will be credited back at the current reduced sale price.

Restocking Fees

A restocking fee of up to 20% will be assessed for:

- Any return on a tire or product that was purchased over 90 days before the return was requested.
- Any tire that must be cleaned in order to put in sellable condition. No returns will be accepted for tires that have been mounted on a rim and run on or tires damaged in the mounting process.