

VENCO VENTURO INDUSTRIES, LLC  
12110 Best Place  
Cincinnati, OH 45241  
800-226-2238  
www.venturo.com



PARTS ORDER  
Reference ID: P17714  
Date: 2024-09-10

Please submit Purchase Orders to [orders@venturo.com](mailto:orders@venturo.com)

PREPARED FOR:

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QTY	PART #	DESCRIPTION	AMOUNT
1	20664	GRAY TOUCH UP PAINT GRAY TOUCH UP PAINT. 12OZ AEROSOL CAN - UPS GROUND ONLY.	\$24.92
2	416310	SOLENOID SOLENOID 12V FOR BUCHER/MONARCH ELECTRIC POWER UNIT.	\$231.14
1	520904	HOIST CYLINDER VC520 HYDRAULIC HOIST CYLINDER WITH BOLT BASE AND O RING PORTS.	\$1463.61
SUBTOTAL			\$1719.67
SHIPPING FEE			N/A
TOTAL			\$1719.67

# VENCO VENTURO INDUSTRIES LLC RETURN & RESTOCKING POLICY

## ACKNOWLEDGEMENT OF ORDER

If your order has been properly received and entered in our factory production schedule, you will receive a formal Acknowledgment of Order, within 24-48 hours, to the chosen email used when entering a Distributor Application to Venco Venturo Industries LLC. If you have not yet received an Acknowledgement of Order, your order has NOT been entered in the factory schedule. Please call us directly if there are issues receiving an Acknowledgment of Order or need to change contact information.

## EQUIPMENT:

New, unused equipment may be returned for a period of up to 20 business days after the date of delivery with a 20% restocking fee.

Return shipping charges are the responsibility of the customer.

Customers wishing to return new, unused equipment must call 1-800-226-2238 within 20 business days of product delivery to obtain a return authorization and instructions. Once the product is installed, it is "used" and is therefore non-returnable. Units that perform as designed are non-returnable, as they are now considered "used".

There will be no labor reimbursement on replacement parts. All replacement parts warranty is 90-days.

All returns are subject to inspection by Venco Venturo Industries personnel to identify possible use, misuse, missing components, damage, or abuse. Refunds/Credits may be denied because of failure to pass a return inspection.

For any questions regarding equipment set-up, operation, or maintenance, please call our dedicated technical support team at 1-800-226-2238.

It is extremely important that all new, unused equipment being returned receive a return authorization prior to being returned. Equipment returned without a return authorization prior to shipment may be rejected for refund/credit consideration and may also be subject to a storage fee of \$50 per day. Total storage charges will not exceed the original total purchase amount. If an item is returned and becomes subject to storage fees, it will be considered "abandoned". Abandoned items will become the sole property of Venco Venturo Industries LLC as soon as the storage fees meet or exceed the original total purchase amount. When the remaining credit eligible balance reaches zero, abandoned items may be resold or disposed of at the sole discretion of Venco Venturo Industries LLC.

## PARTS & ACCESSORIES:

**When returning a part, please follow these steps:**

1. Prior to the return of new, unused parts, please review the instructions included on your packing slip. If you have any questions, please call our support team at 1-800-226-2238.
2. Please do not return used parts or fluids (grease, paint and/or oil) as they are non-refundable.
3. Be sure to send incorrect parts back promptly and complete. A processing fee of 25% will be charged for parts received 60 days after delivery (returns will not be accepted 3 months from date received).
4. Your refund will be credited once a full inspection of the part is completed upon receipt.
5. There will be a minimum 20% restocking fee for any returned parts.
6. The refund will be sent to the original credit card used for your purchase within 1 - 2 billing cycles from receipt of returned merchandise at our warehouse.

**To process your return, please provide the following information so we may start a "TN":**

- Contact our Technical/Warranty Support at 1-800-226-2238 or email [info@venturo.com](mailto:info@venturo.com)
- A copy of your order confirmation
- Your order and PO number
- Your bill-to details and/or account number
- The phone number and email address are provided when placing your order.

## ABUSE OF RETURN POLICY:

Venco Venturo Industries LLC reserves the right to refuse to sell to any person for any reason not prohibited by law, including, but not limited to, abuse of its return policy.

## VENCO VENTURO INDUSTRIES LLC CANCELLATION POLICY:

If you should choose to cancel your order, please understand that if the order is already moving through our manufacturing process, a 20% cancellation fee will be applied.

All custom color service cranes and custom crane bodies will require a deposit of 50% which will be nonrefundable should you cancel the order. Custom refers to any product outside the specs of our standard offerings.

## VENCO VENTURO INDUSTRIES LLC SALES TAX POLICY:

If no sales tax is charged, you are still responsible for paying the sales tax to your state where required. The purchase is not tax-exempt because the seller is not required to collect sales tax.

## Venco Venturo Industries LLC Shipping Policy

We are unable to ship to PO Boxes, FPO's or APO's. If you need to place an order outside of the Contiguous U.S states, please contact us at 1-800-226-2238.

Shipments will only take place Monday-Friday (excluding holidays). All parts orders taken after 3:00PM EST will be shipped the following day. If the order is placed on a Friday, it will be shipped the following Monday. These are subject to parts availability.

Shipping charges are based on the weight and delivery location of the order.

### Shipping and Handling Charges

Shipping and handling charges are refundable if the item was shipped in error on behalf of Venco Venturo Industries LLC. Otherwise, it is considered non-refundable.

All other refunds of shipping and handling charges are solely at the discretion of Venco Venturo Industries LLC.

### Expedited Shipping:

In addition to the standard shipping charge, there will be an additional charge for the next day, second day, and ground shipments. Expedited shipping is available for small parts and accessories and will be offered as an option if applicable. Next day and second day delivery orders received before 3 p.m. EST will ship the day the order is placed. Next day and second day delivery orders placed after 3 p.m. EST may not ship until the following business day. This is subject to availability.

### What is LTL (Less than Truckload) Delivery?

LTL deliveries are used for orders that exceed the weight and/or dimension restrictions of standard delivery methods. Typical delivery time for LTL shipping is 5 to 7 business days (excluding weekends and holidays). Once your order has been processed and shipped, you receive a phone call from the freight company at least 24 hours prior to delivery. It is important that you provide your daytime phone number when placing your order. If you are not sure that you provided your phone number, please contact us.

Please note the following regarding LTL deliveries.

- Many truck freight companies do not require their drivers to unload shipments. We suggest that you plan to have extra help on hand to assist with unloading your product.
- Ramps and/or unloading equipment may be necessary to have on-hand.
- If the shipping company needs to make special arrangements to unload merchandise, such as lift-gate truck delivery or extra delivery personnel, it will be the responsibility of the customer to reimburse the trucking company unless otherwise noted. This will result as an additional charge on the invoice.
- Some municipalities prohibit truck freight delivery in residential areas. As a result, customers may need to arrange pick-up at the local trucking company's distribution center.
- **Please inspect the product carefully and thoroughly before signing the shipping receipt. Shipping damage is covered by the LTL freight company.**
- Your signature on the receipt is your acceptance of the merchandise. The customer must arrange all returns or exchanges of LTL freight shipments with a local carrier.

**The customer is responsible for checking and making note of any freight damage BEFORE the driver leaves and accepting the order. Any freight damage claims made after the order has been received may be denied.**

The customer is responsible for checking incoming orders for any parts/components that are missing within 30 days of the shipment being received. Any claim of missing parts/components 30 days or more after receiving shipment may be denied and the customer is responsible for purchasing the additional parts/components.

Many Venco Venturo products are of sufficient size to warrant the use of a truck and trailer for pick up. It is not the responsibility of your preferred upfitter to provide this equipment if you do not have it available. Your preferred upfitter can arrange delivery for an additional charge if needed.

Venco Venturo Industries LLC and your preferred upfitter are not responsible for any damage that may occur after the pickup of your order has been completed.

If you have any questions about your order, please call your preferred dealer or contact us at 1-800-226-2238.