

Shipping & Returns

National Differential & Transfer Case Return Policy

All returns, and order cancellations are subject to a 20% restocking or cancellation fee.

- There is no restocking fee or return charge for pre-approved warranty returns
- Order cancellations placed 24 hours or more after the order has been placed will be charged a 20% re-stocking fee. Returns that are not warranty related are accepted for 30 days. Returns are subject to a 20% restocking fee, and no shipping costs will be returned.
- If a product is being returned for any reason other than a pre-approved warranty return, (e.g. ordering the wrong part, no longer needed, etc.) a 20% re-stocking fee plus all associated shipping costs, to and from the customer's location will be charged. At the customer's request, National Differential will set up return shipping, but the associated costs must be paid to National Differential prior to pick up.
- If a customer requests a scheduled core return pickup and the freight carrier arrives but is unable to complete the pickup because the shipment is not ready, the customer will be responsible for any additional charges incurred. Failure to pay these charges will result in the warranty being voided.

Note: Refunds are typically issued in 30 days or less. Refund processing includes the transit time to National Differential & Transfer Case from the shipper (10 to 15 business days, depending on geographical location), processing time when received (3 to 5 business days), and the time needed for the bank to process the refund request (5 to 10 business days). If the time to perform an electronic refund has expired, National Differential & Transfer case will mail a check.

For a return please [Contact Us](#) by email or call us at 719-725-1559. When calling please provide name, order number and details about the product you would like to return. We will provide instructions on the next steps to begin the return process along with an estimated cost.

National Differential and Transfer Case Shipping Policies

National Differential & Transfer Case will setup shipments to any **commercial** address in the continental United States (excludes Alaska and Hawaii).

- **Alaska and Hawaii:** National Differential & Transfer Case **does not ship to Alaska and Hawaii.** Customers needing shipments to Alaska and Hawaii will be required to

set up their own shipping to and from the National Differential & Transfer Case facility. For most shipments outside of the continental United States, the customer is required to pay the core and pallet charge upfront. In certain circumstances National Differential may set up shipment to these locations. If a product is ordered to these locations, it will not be shipped until the customer pays the increased shipping cost, or sets up their own shipment.

- **California, Illinois, North Dakota, Texas, Washington:** Due to special taxes and freight surcharges these states may be subject to an increased shipping charge. National Differential will reach out with any additional cost.
- **Residential Shipments:** National Differential & Transfer Case **does not ship to residential addresses.** Customers needing shipments to residential addresses will be required to set up their own shipping to and from the National Differential & Transfer Case facility. For most residential shipments, the customer is required to pay the core and pallet charge upfront.
- **International Shipments:** National Differential & Transfer Case does not ship internationally. International customers needing shipments will be required to set up their own shipping to and from the National Differential & Transfer Case facility. For most international shipments, the customer is required to pay the core and pallet charge upfront.
- **Liftgate Services:** National Differential & Transfer Case does not cover any liftgate fees or services. The customer is responsible for the additional charge if a liftgate is required.
- **Core Return:** If a customer requests a scheduled core return pickup and the freight carrier arrives but is unable to complete the pickup because the shipment is not ready, the customer will be responsible for any additional charges incurred. Failure to pay these charges will result in the warranty being voided.
- **Residential Transfer fees:** National Differential does not pay any fees associated with a delivery to an address that is zoned residential. By ordering any product you agree to pay any additional fees that are incurred by National Differential.
- **Limited Access Pickup & Delivery:** National Differential does not pay any fees associated with limited access pickup or delivery. All dealerships are considered limited access pickup and delivery. All associated fees will be charged back to the customer. Before providing an address ensure the location has delivery dock or a designated pickup/drop off zone even though this does not guarantee no additional fees.

Note: Shipping rates for most items we offer are weight-based and subject to change. The weight of most items can be found on its detail page on our website. To reflect the policies of shipping companies, all weights will be rounded up to the next full pound. If you have questions, please contact us by phone or email.

Placing an Order & Contacting National Differential & Transfer Case

-National Differential & Transfer Case Orders can be placed online or over the phone.

1. **Online:** When an order is placed, a National Differential & Transfer Case associate will be in contact within two business days. They will confirm your order and estimate the arrival date based on the availability of parts and the geographic location of the shipment.
2. **Phone:** Please contact National Differential & Transfer case at 719-725-1559 between 8:00 am to 5:00 pm MDT, Monday- Friday to place an order or for assistance.
3. **Email:** Please contact National Differential & Transfer case by email for orders or assistance. Our associates will contact you promptly during regular business hours.