

Return Policy

Wesgroup Equipment will accept returns as long as they fit the requirements of our return policy. These requirements are listed below. All parts are subject to a 15% restocking fee

Please be sure your return meets the following conditions:

Parts must be in resaleable condition to qualify:

- "Resaleable" means that the part must not have incurred damage, such as signs of installation by the customer, marks, or scuffing.
- Part must also be in its original packaging to be considered resaleable. Please inspect part before removing from its packaging, as this can cause return to be rejected.
- Electrical parts are subject to additional scrutiny.
- Rejected returns cannot be shipped back to customers.

Returning Parts to Wesgroup Equipment

- Please have your model number, serial number, and order number ready when contacting our customer service to begin the return process.
- After contacting us, you will receive an email with return shipping details (remember to check your junk mail).
- Returns must be received within 30 days of the date the items were originally shipped.
- Customers are responsible for the cost of return shipping.
- If the return is a result of our error, or the part was lost in shipping, contact us within 10 business days to arrange a refund. Wesgroup Equipment will refund your return shipping cost after your return has been processed or provide you with a pre-paid shipping label. Additional information such as photos of the part may be required to complete a return of this nature.

Receiving Your Refund:

- Please allow 7-10 business days after your return has been successfully processed for your refund to appear.
- If your refund is taking longer than expected, or you would like to check its status, please contact our customer service desk at shop@westeraequipment.com, or shop@williamsmachinery.com for an update

Warranty

Wesgroup Equipment warrants to the customer that the replacement parts provided by Wesgroup Equipment shall be free from defects in workmanship and material for a period of 12 months after delivery to the customer, or 1000 machine hours, whichever comes first, except as specified below:

- Loader Drive Belts have a 36 month warranty
- Hydraulic couplers have a 6 month/200 hour warranty
- Non-Serialized Attachments have a 6 month warranty
- Bobcat Brand Tracks and Tires have a prorated 12 month warranty

This also includes any Reman products provided by Wesgroup Equipment

During the warranty period, the owner shall provide proof of purchase for warranty coverage. Wesgroup Equipment may, at its option, require failed parts to be returned for analysis. The shipping charges are the responsibility of the customer. If the part is deemed warrantable, credit will be given for shipping charges and the purchase price of the failed part. If the part is determined to be non-warrantable, the customer will be responsible for return shipping charges at Wesgroup Equipment's shipping rates

Parts installed by a person or entity that is not an authorized Bobcat dealer exclude labor. Travel time of mechanics and transportation of the Bobcat product to the authorized Bobcat dealer for warranty work are the responsibility of the owner.

This warranty does not cover replacement of scheduled service items such as oil, filters, tune-up parts, and other high-wear items. This warranty does not cover damages resulting from abuse, accidents, alterations, use of the Bobcat product with any accessory or attachment not approved by Wesgroup Equipment, air flow obstructions, or failure to maintain or use the Bobcat product according to the instructions applicable to it.

Shipping Policy

Courier shipments placed by 3pm PST will be shipped the same business day. If an order is placed after 3pm PST, it will be processed the next business day. All LTL shipments will be dispatched within 3 business days. While we may dispatch to the courier for pickup, Wesgroup Equipment is not responsible for any courier service failure or delay in meeting expected ship or arrival times.

Wesgroup Equipment is also not responsible for any errors in the delivery address provided through the order process. In the instance of an incorrectly provided delivery address, the customer would be responsible for any additional fees or charges incurred in correcting the address information. Wesgroup Equipment warehouses ship Mon-Fri 8am PST to 3pm PST, deliveries are based on individual carrier schedules. Wesgroup Equipment warehouses are also closed on Provincial and Federal statutory holidays as defined by the Government of Canada and the Province of British Columbia.

If shipment is coming via LTL the customer must ensure means of unloading the skid from the truck, Wesgroup Equipment is not responsible for this or any delays or charges that may occur from being unable to unload the truck

You may receive multiple shipments at different times from different locations.

Free shipping applies to all shipments under 50lbs and does not include products such as, tires, coupler plates, wheel assemblies, large glass, cutting edges and other items as deemed by Wesgroup Equipment as ineligible.

Free shipping and ground orders typically arrive in 1-5 business days depending on location and shipping option chosen. Express orders typically arrive in 1-2 business days and will depend on location and shipping option chosen.

Live shipping cost will be displayed at time of check out based on the contents of your order, your location and service selected. These rates are non-negotiable.

You will receive an email confirmation with a tracking number once the shipment has been dispatched. The email will contain a link to track your order and tracking information will be available the day after the order has been dispatched.

If for some reason you are not able to obtain rates and transit time for your address, please contact us by email at shop@williamsmachinery.com or shop@westerraequipment.com.

Wesgroup Equipment will act in accordance with shipping and delivery time estimates whenever possible. In the event that a shipment is not shipped in the timeline specified, we will do our best to contact you as quickly as possible to inform you and suggest any corrective action if required. All shipping times and deliveries are estimates and do not constitute a guarantee.

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