

OE Parts Return Policy

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NADA Class 333
Toyota

Toyota's part return policy is not set up to accrue dollars for parts returns. Instead, they have two policies, one set up for the return of stocking parts and another for special order parts.

Stocked parts must be kept in stock for eight months before they are eligible to be returned. Those parts that reach the eight months' criteria must be returned within nineteen months in order for Toyota to issue a credit for these parts. Stock parts that are purchased for under \$8.00 may not be returned.

Special order parts must be returned within ninety days of receipt. Our dealership's policy is to analyze those parts at sixty days. The customer, advisor, or counter person associated with that order is contacted and a determination is made on whether or not to return the part. If it is determined that the part will not be sold, the part is returned to Toyota.