

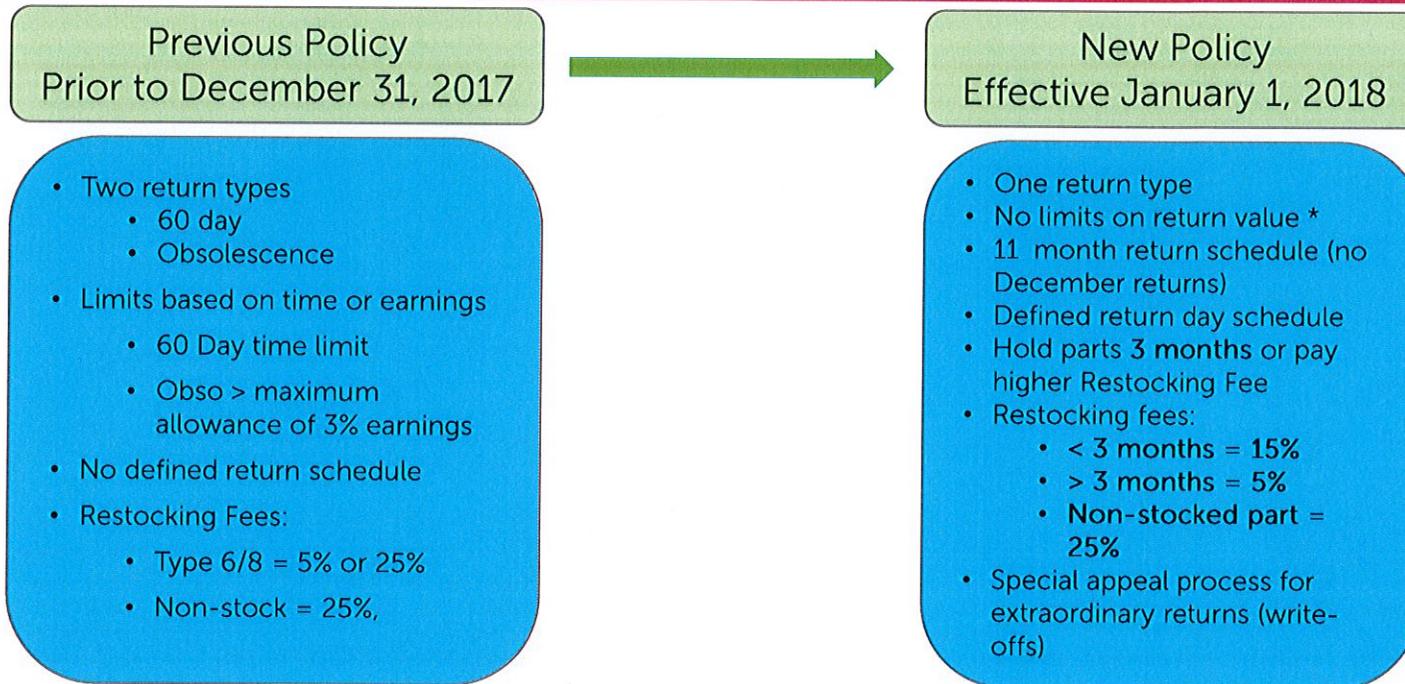
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# Toyota Canada Inc. Parts Return Policy Revision

January 1, 2018



# Return Policy Overview



\* Current non-returnable parts still apply

\* Parts less than \$10.00 DN non-returnable



## New Infostream Changes

- Ability to edit a Return within Infostream up to the Dealers assigned return day
  - Can adjust quantities being returned
  - Can add / delete part numbers from Return request
- Appeal Process
  - For vehicles that are written off ( insurance ), TCI will reimburse restocking fee's >5% on select collision parts. Does not apply to Non-Stocked parts.

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**TOYOTA**