Northern Radiator Return Policy

At Northern Radiator we understand that there will be times when a product needs to be returned whether it was not needed, ordered wrong, was damaged or is defective under warranty. While we will do everything possible to take care of you, our customer, here are a few things to note and steps to follow to make the process as smooth as possible.

- Full credit is not guaranteed on any return. (Full credit includes any freight or drop-ship charges). All returns must be inspected and approved before credit will be given.
- Northern Radiator accepts re-sellable returns on active products in new condition within 2 years of purchase date. Northern Radiator does not accept returns on discontinued or obsolete product. Returns will not be accepted on product that have been open or used, missing their serial number, special order items and product returned without prior authorization. Deductions may be made from the return credit or credit may be denied all together if items are missing or damaged.
- Freight will be charged on all replacement orders. Freight credit for warranty product will be given on the return upon inspection approval.
- Returns will not be accepted without an RMA number (Return Merchandise Authorization). RMA number should be put on the label or on a piece of paper taped to the box. Do not write RMA number directly on the box as a re-boxing fee may apply if the box is not in sellable condition.
- A credit will automatically be applied to your account through the original method of payment at the time of sale without original shipping cost and/or call tag-freight back costs.
- Northern Radiator is not responsible for returned parts damaged in shipping or products returned without an RMA number.
- Heavy duty truck products have a 2 year or 250,000 warranty if purchased after August 1 2019
- Copy of the work order which needs to include date, mileage at time of installation and part numbers installed
- Copy of Northern Radiator invoice

Click here to request a return.