



## TORO.COM CUSTOMER RETURN TO DEALER INSTRUCTIONS

Customers may return the following products purchased on **TORO.COM ONLY** to the dealer selected during check out only if **ALL RETURN CONDITIONS ARE MET**.

### RETURN CONDITIONS INCLUDE:

- ✓ Your purchase was within the last 30 days
- ✓ Please verify that the product description on torodealer.com does not state, "This item is not returnable."
- ✓ You have all original components, including the packaging
- ✓ The item is **UNUSED\***
- ✓ You are returning to the dealer that is shown on your toro.com order

\*UNUSED machines that have NEVER BEEN FUELED. Due to safety hazards, items that use flammable liquids or fuels cannot be returned, even if the item has been drained of these materials.

Chore Products*	<ol style="list-style-type: none"> <li>1. Ensure <b>ALL RETURN CONDITIONS ARE MET</b> above</li> <li>2. Log in to your account on toro.com or enter order # &amp; email for guest purchases and click "View Order Details" to see the dealer selected during checkout</li> <li>3. Bring the following items with you to the dealer: <ul style="list-style-type: none"> <li>• A copy of your order confirmation showing the purchase date</li> <li>• A copy of this letter</li> <li>• The item you wish to return, including the original packaging</li> </ul> </li> <li>4. Give the order confirmation, this letter, and your returned item to the dealer for inspection. The dealer will accept the return only if <b>ALL RETURN CONDITIONS ARE MET</b></li> </ol>
Products Containing Batteries 6.0ah or larger	
Snowthrowers*	
Walk-Behind Mowers*	
Zero Turn Mowers*	

**IMPORTANT:** You will receive your refund directly from Toro within 3-4 weeks of your return

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## DEALER RETURN INSTRUCTIONS

1. Ensure **ALL RETURN CONDITIONS ARE MET** for the returned items.
2. **DO NOT** reimburse the customer any money. Toro will refund the customer directly after the item is received back at our warehouse.
3. Email the Dealer Delivery Team to inform Toro of the return.
4. Toro will schedule a UPS call tag to pick up the item or provide alternative instructions.

Dealer participation in the online selling program requires participation in toro.com returns. Please update your status in the dealer portal if you wish to opt-out of the online selling program, including all toro.com commissions, dealer delivery, and mass retail white glove delivery commissions.