

# Restocking Fees and Non-Returnable Parts

## Rules

MPI will only consider compensation for restocking and non-returnable parts for circumstances outside the shop's control such as the vehicle becoming a total loss due to a second claim.

MPI will consider reimbursing the shop in accordance with the [MPI Parts Business Rules](#) and applicable Estimating Standards.

[Invoices](#) with itemized costs are required to support all restocking fees and non-returnable parts.

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No restocking fees or non-returnable part costs will be considered for Parts Autonomy, or supplier of choice decisions made by the shop. All requests are subject to audit and part selection reviews.

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Prior to ordering parts, repair shops must confirm that all parts on the estimate are correct. Ordering parts before obtaining MPI approval to repair, repair blueprinting and/or customer consent is not recommended.

MPI approval is required for any non-returnable parts or restocking fees charged to the claim. MPI will not pay for non-returnable parts, restocking fees, or other related expenses (such as shipping/freight) for parts incorrectly listed on an estimate. In these situations, any costs will be a matter between the part supplier and the repair shop.

## Reference

See [MPI Parts Business Rules](#) for allowances on special order and labour intensive items and the impacts of Parts Autonomy decisions on restocking fees, non-returnable parts, and other additional costs.

## Procedure

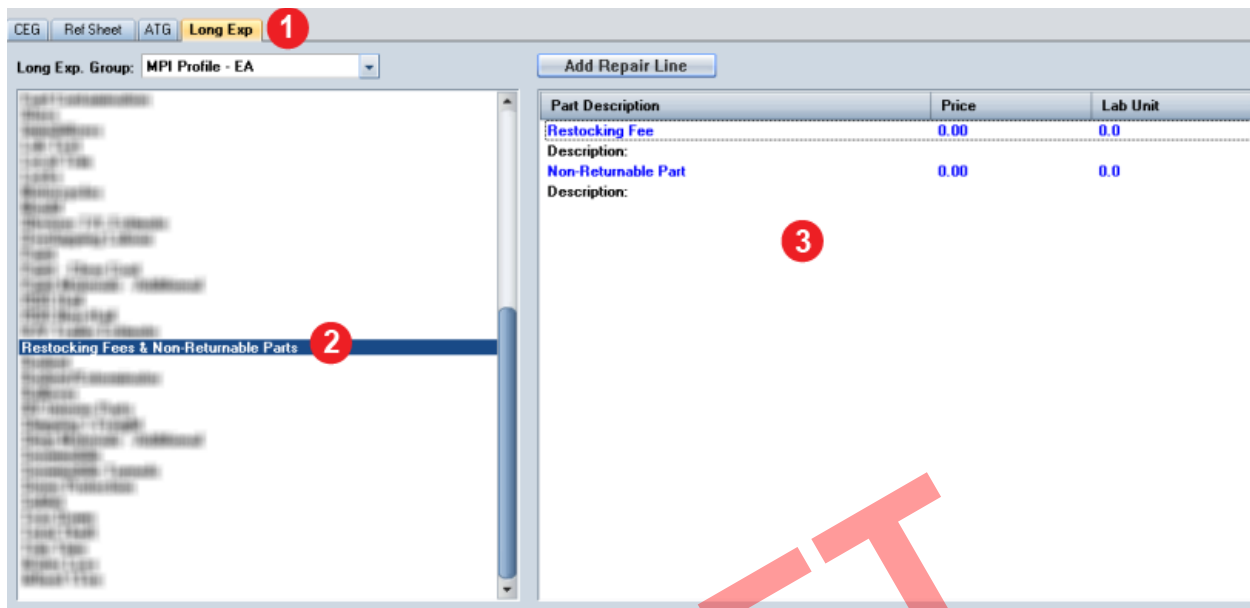
### Restocking Fee or Non-Returnable Part

Follow the steps below to add a restocking fee or non-returnable part to an estimate.

Begin with the estimate open in Mitchell Estimating.

1. From the **Repair** tab, select the **Long Exp** sub-tab.
2. Select the **Restocking Fees & Non-Returnable Parts** category.
3. Under **Part Description**, select **Restocking Fee or Non-Returnable Part**.

4. Under the **Price** column, input the cost of the fee as indicated on the supplier's invoice.
  - If the cost exceeds MPI's maximum allowance, calculate the difference and adjust the price.



Long Exp. Group: MPI Profile - EA

Part Description	Price	Lab Unit
Restocking Fee	0.00	0.0
Description:		
Non-Returnable Part	0.00	0.0
Description:		

Restocking Fees & Non-Returnable Parts

No	Sup	Labor Type	Labor Op	Part Description	Part Type	Part Number	Price	Cl	Tax	Labor Unit	CEG Unit
1	B *	RR		Restocking Fee	NW	New	0.00*		✓	0.0*	
2				Description:							
3	B *	RR		Non-Returnable Part	NW	New	0.00*		✓	0.0*	
4				Description:							

## Related Links

- [MPI Parts Business Rules](#)
- [Invoices](#)
- [Shipping/Freight Charges](#)