How to order Retail parts

The parts order request form is used when you need to order parts from Nexus RV.

Whenever possible we ask for photos of the part needed to make it easier to identify.

Once the form is completed, the request form is emailed to [easternparts@nexusrv.com](mailto:easternparts@nexusrv.com), [centralparts@nexusrv.com](mailto:centralparts@nexusrv.com) or [westernandcanada@nexusrv.com](mailto:westernandcanada@nexusrv.com) along, with any photo needed.

You will receive an automated email reply when the request has been received. Parts are shipped via ground transportation. If you need parts expedited, please let us know.

Once your part/parts have been packaged and weighed and shipping cost including Tax applied, you will be contacted for payment. All Retail and Service Centers (not on our warranty portal) will be charged prior to part shipping out.

**Retail Warranty** parts for customer or customer service center will be sent at **No charge and No shipping and 25% tracking charges will apply, and you will receive a $0 out invoice with a warranty and shipping, 25% tracking discounts applied.**

In the event a part is obsolete or backordered from our suppliers we will let you know and provide an ETA, however, please follow up with us, if you have not heard anything back within 7 business days. In these cases, you may be asked to source the part locally.

If you have any questions, please contact me.

Thank you,

Cindy Hathaway

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Director of Service & Parts

[chathaway@nexusrv.com](mailto:chathaway@nexusrv.com)

574-970-0848 ext. 0119