



AVOID FEES! RETURN POLICY FOR PARTS

- **DEFECTIVE PARTS**
- **RETURN OF PARTS**
- **OLD CORES (BODIES)**

STEP 1: CALL US AT 1-877-999-0080

Please, communicate with our call center to request a collection form. To accelerate the return process, please have the invoice at hand when calling us.



If you return your parts without first requesting a good collection form, a fee will be charged. For special considerations, please contact our customer service.

2ND STEP: PACKING & PREPARATION OF PARTS TO BE RETURNED

The part that was authorized for pickup must be complete and returned in its original packaging. A copy of the invoice must be placed in the box and there should be no stickers or labels affixed to the original box. To avoid being penalized, we strongly suggest you put the original packaging in a plastic bag or a box to protect the original box and its contents from weather conditions and / or transport.



This procedure must be followed, otherwise 15% fees could be charged for shipping and handling, except for the return of an old core.

3rd STEP WAITING TIME FOR PAYMENT ON CREDITED PARTS

You will be reimbursed within 14 to 21 days following the reception of the part. The refund will be applied to the credit card you used when buying the part or by check if you initially paid cash.

OTHER CONDITIONS

1. When returning unused merchandise because you do not want to install it anymore, shipping and handling fees will be deducted from your refund.
2. There are no shipping and handling fees within 90 days from the day of purchase.
3. After ninety days of purchase, the customer will pay shipping and handling fees.
4. Defective parts will be repaired or replaced according to warranty.
5. Administration fees will be charged for any customer cancelled pickup requests

Please, see our Policies available on our website