

Return Procedures

Warranty - All products are warranted against defects in material and workmanship by the original equipment manufacturer, or Moss Motors, Ltd. See your specific catalog policy page for the warranty period. We will replace the product or refund your purchase price at our discretion. The warranty does not cover labor, failure of a related component, failure resulting from faulty installation, nor would the liability of Moss Motors, Ltd., exceed the cost of the original component. Warranty related claims must be submitted using the return form below.

Returns - You may return new and uninstalled products in resalable condition for a full refund, excluding shipping and handling charges, for up to 6 months from date of invoice. Returns over 6 months old, but less than 12 months will be charged a 10% restocking fee to cover our processing costs and credit will be given as an in-house credit on account usable on future orders. We reserve the right to charge up to 20% when no invoice is supplied and/or there is substantial work involved to process your return back to stock. Items over 12 months old are not returnable. Please remember to always inspect the parts upon receipt of your order to avoid any difficulties later on. Make sure to package the products carefully to avoid damage during return and include all original packaging and a copy of the invoice. Refunds will not be issued for installed, damaged, incomplete, "Custom" or "Special Order" items. If a return is due to our error, we will reimburse reasonable freight charges. We will not reimburse additional charges for shipping/packaging services. Electrical items that have been installed are not returnable.

Sheetmetal - Check sheetmetal fits correctly before you paint. Painted sheetmetal is not returnable.

Shipping Errors - Shortages or incorrect shipments must be reported within 10 days by calling our customer service line listed on the front of this invoice.

Core Returns - If you have a core charge on your invoice it will be refunded to you upon receipt of a rebuildable core. Cores must be shipped clean and empty of fluids. You must pay all shipping charges for the return of a core. Cores are returned by completing the form below.

Shipping Damage - If your shipment has been damaged you must report it to the carrier. If you require assistance, call our customer service line listed on the front of this invoice.

Returned Items:

Part #	Return Code	Brief Explanation (Please)

Return Codes:

01 Wrong Part Sent	04 Wrong Quantity Ordered	07 Not as described	10 Incomplete
02 Wrong Part Ordered	05 Parts not needed	08 Other - explain details	11 Does not fit
03 Wrong Quantity Sent	06 Damaged	09 Low quality	12 Failed in use

Check here if you would like a refund: _____ Your refund will be based on how you paid for the part. If you paid with cash or by check, we will issue a refund check. Orders paid by charge card will be refunded directly to the card used on the original order. Orders paid with gift certificates will be refunded with gift certificates.

Replacement Order:

Part #	QTY	Description	Each	Ext. Price

Payment for Replacement Order:

Use credit from this return _____ Balance Payment (if any): COD _____ Charge Card _____

Card Type _____

Card # _____

Exp. Date _____

Return Shipping - Pack products securely, and tear off and affix return address label from the front of this invoice. Ship pre-paid. We suggest UPS ground or insured parcel post. Returns sent freight collect will be refused. If return is due to our error, we will reimburse reasonable freight charges. We will NOT reimburse additional charges for shipping/packaging services.

We reserve the right to assess a 20% restocking charge against improper returns.