

PARTS RETURN

This form must be filled out.

Revised 03/16

Returns Procedure

1. Review our returns policy in your Moss catalog or at www.MossMotors.com to confirm your return meets the required specifications.
2. Use this form to describe your reason for return. The more detail you provide, the better the chance of avoiding a partial credit or restocking fee.
3. Carefully pack all items to be returned. Items damaged during return shipping may not be eligible for return.
4. All returns should be sent to the following address:

Moss Motors, Ltd.
440 Rutherford Street
Goleta, CA 93117

Credit for Return

How would you like your credit issued?

- Account Credit** (applied to current or future purchase)
 Refund (via original payment method)

Payment for Replacement Order

Use credit from this return? Yes No

Balance payment (if any):

Card type VISA MasterCard AMEX Discover

Card # _____

Expiration date _____

Return Shipping

Pack products securely, and peel 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 charge a 20% restocking fee when no invoice is supplied and/or there is substantial work involved to process your return.

Customer Service Line: **800-689-9313**

Return Codes

01 Wrong Part Sent	03 Wrong Quantity Sent	05 No Longer Needed	07 Not As Expected	09 Poor Quality	11 Did Not Fit	13 Wrong For My Application*
02 Wrong Part Ordered	04 Ordered Too Many	06 Received Damaged	08 Other: Explain Details	10 Incomplete	12 Failed In Use	

Returned Items

* Parts being returned were ordered for a: Year _____ Make _____ Model _____

Part #	Return Code	Brief Explanation (Please)

Replacement Order

Parts being ordered are for a: Year _____ Make _____ Model _____

Part #	QTY	Description	Each	Ext. Price