

Phat Performance Parts Refund/Exchange Claim Form

	YOUR ORDER #
RMA-	

Date of Return:	
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Return Policy on Apparel & Helmets

- Easy no hassle exchanges! If you ordered the wrong size or wrong color just contact us for an RMA#
- Shipping for the new item will be free of charge. (However, we do not refund return shipping charges, unless we made an error.)
- Returns for store credit are treated on a case-by-case basis and may be subject to freight and product restock fees.
- All returned items must be unworn, in new condition with all original packaging, tag/labels attached.

Return Policy on Parts

- As stated above, if a part is installed, it is non-returnable except for manufacturers defects such as the part not fitting correctly or not functioning properly. Manufacturer defects will be confirmed once we receive the part back and tested and then the exchanged for the like item.
- Parts are non-returnable for cosmetic blemishes if installed. Bottom line; inspect your order BEFORE you attempt to install them!!!
- Defective returns are only exchangeable for like items. Swapping to different items or canceling entirely is not permitted.
- All non-defective returns must be in the original boxes in NEW (meaning never installed) and resalable condition or else they will be returned to the sender.
- In the rare instance that we take back a non-defective item, **CREDITS WILL BE FOR STORE CREDIT ONLY!!!**
- Custom orders for Wheels, Seats and Cables or any other made to order part are made to order and as such are NON-CANCELABLE and NON-REFUNDABLE.
- All claims and returns must be accompanied by the original invoice/packing slip.
- There will be a 20% restocking fee for all non-defective returns. Please note, in many instances, the original shipping charge will be deducted.
- Returns require an RMA# (Return Manufacturer Authorization Number). Incoming shipments without an RMA# attached will be refused!
- Electrical parts are NON-RETURNABLE.
- No returns after 20 days.

Return Policy on Freight

- If a part is being returned as defective, we will reimburse the senders shipping charges by issuing a store credit for future orders. We are responsible for shipping on the replacement part back to the sender.
- In the rare instance when a part is being returned as non-defective and without an exchange or replacement the sender is responsible for all shipping costs incurred plus the 20% restock fee.
- If a part is being returned as non-defective and is being replaced or exchanged then the sender is responsible for the freight back to us PLUS the additional shipping charge for the replacement part. In some instances a 20% restock fee may apply on the original part.

Check the reason for return:

Wrong item ordered

Wrong item delivered

Defective Part(s)

Check the type of Refund:

Exchange

Store Credit

Refund (if applicable*)

<u>Quantity</u>	<u>Part Number</u>	<u>Reason for Return</u>	<u>Purchase Price</u>

* Please see complete "Terms of Use" online at www.phatperformanceparts.com

Return Item(s) to:

Phat Performance Parts
23482 Peralta Drive #A-1
Laguna Hills, CA 92653
Phone: 949-859-7428
Email: Sales@PhatPerformanceParts.com

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