

↓ RETURN SHIPPING LABEL ↓
↓ Cut and tape this label to the front of your return package. ↓

SHIP TO: Parts Express
Attn: Returns Department
Cust. # _____
725 Pleasant Valley Drive
Springboro, OH 45066-1158

Money Back Guarantee

If for any reason you decide the part does not suit your application or just isn't for you, simply return it in new, re-sellable condition within 45 days of the invoice date, postage paid, and we will immediately issue a credit or refund, whichever **YOU** prefer. Please read important instructions listed below before returning products.

Return Authorization Numbers (RA #'s)

- An RA # is not required **except** when the item is defective or the return amount exceeds \$250. Simply fill out the Easy Return form on the front of this invoice. Call 800-338-0531 to obtain an RA#.

Return Restrictions

- Products purchased beyond 45 days except defective products in warranty. All products carry a minimum 90-day warranty against defects. Some products are warrantied thru the manufacturer and may require returning directly to the manufacturer (see detailed warranty instructions for each product on the product page at our website.) If the product will come back to Parts Express, contact our Technical Support team at 800-338-0531, option 2, to obtain an RA#.
- Products missing accessories, manuals/instructions, warranty cards, manufacturer packaging. A restocking fee will be deducted from refund.
- Books, CD's, instructional videotapes, software, custom cut cable/wire, carpet, grill cloth, and tubing.
- Products damaged in transit to Parts Express. The customer is responsible for packages lost or damaged during return shipment. Return all packages insured. Pack the product carefully and in a secure outer carton to avoid damage. Do not use the manufacturer's package as the outer shipping carton.
- Defective/damaged as a result of mishandling. Restocking fees are applied when damage or defect is not a result of the original manufacturing process.
- Product with signs of use. All speaker purchases include detailed testing instructions. Test speakers before mounting/installing.

Return Shipping

- Return packages pre-paid and insured via ground or parcel post.
- Return shipping charges are reimbursed for damaged, defective, or incorrect products only.
- Tape the return label (above) to your package.

Reporting Damaged Shipments

- Report damage to Parts Express **within 5 days** of receipt. We will file a Damage Inspection Claim with UPS, which will result in a UPS driver follow-up to inspect your package. **Retain all boxes, labels, and packaging material until the driver has inspected your package.** We will proceed with a replacement to you once UPS has contacted us of the claim approval.
- Report truck/motor freight damage directly to the carrier.

Reporting Shipment Inaccuracies

- Report shortages, overages, or incorrect items **within 7 days** to our Customer Service team at 800-338-0531, option 3.
- Checklist for item(s) missing from package:
 - Review package contents to see if item is hidden by packing material.
 - If order is a multi-box shipment, wait for all boxes to arrive. Generally, packages in a multi-box order arrive together but is not guaranteed by the carrier.
 - Review the invoice "backorder" column to see if the item is delayed.

Processing time For Exchanges/Refunds

Please allow 7-10 business days to complete exchange or refund.

Backorder Policy

Items not available for shipment are automatically backordered unless you instruct us otherwise. No backorders on COD orders or to International destinations, FPO, or APO destinations. Multiple backordered items on the same order are shipped together. Parts Express determines carrier for backordered items. Items not in stock within 45 days are cancelled.

Parts Express Product Return Form

See www.parts-express.com for important product return Terms and Conditions before returning product.

Customer ID # / Name				Invoice #	Daytime Ph #		Paid By	
<p>Select return reason code and provide additional details. Returns after 45 days, except in-warranty defective products, are not accepted.</p> <p>1-Defective 2-Wrong Item Shipped 3-Wrong Item Ordered 4-Damaged 5-Changed Mind 6-Dissatisfied 7- Duplicate Shipment 8-Other</p>								
<p>Explain:</p>								
Part #	Qty	Reason Code	Cost/ refund	Repair	Exchange For Same Item	Exchange For Different Item		RA# <i>(Required for defective items and all returns over \$250)</i>
						Part #	Qty	
<p>Refund</p> <input type="checkbox"/> Credit Card <input type="checkbox"/> Pay Pal <input type="checkbox"/> Amazon <input type="checkbox"/> Credit on file <input type="checkbox"/> Net 30 <input type="checkbox"/> Check <input type="checkbox"/> Bill Me Later Credit <input type="checkbox"/> No refund due; received advance replacement.					<p>Charge restocking fees/repair fees/ or item exchange price differences to:</p> <p>Card #: _____ Exp: _____</p>			