

RETURN PROCEDURE

1. This authorization for return is not a guarantee of credit or replacement. Credit or replacement will only be issued if the returned merchandise is received unused and in sellable condition. Under some conditions, a restocking fee may be charged (see #3 below). Please write your INV # number in the space provided below. Your INV # is located in the top right hand corner of your invoice. **Without this number, we cannot assure a credit will be issued for the return of the merchandise.**
2. Please complete the Return/Reorder form below in its entirety. Provide as much information in order to expedite your return. Please list each part, number, quantity, description, price and reason for each item being returned. If you need additional spaces, include your name, billing address, home phone number, INV # number and customer number on a separate sheet of paper.
3. **Please return the merchandise in the manufacturer's original box and packing with the Return/Reorder form inside the box and the INV # number written on the outside of the box. This should be done within 30 days of the invoice date. Failure to do so may result in a restocking fee of 15 – 50%.**
4. 4 Wheel Drive Hardware will not accept any COD shipments for returned merchandise. COD return packages, or any bill recipient packages will be refused.
5. **The cost of the return shipping is to be prepaid by customer.** Return shipping and any handling fees are non-refundable.
6. Please send packages to:

4 Wheel Drive Hardware
Attn: Returns Department
44488 State Route 14
Columbiana, OH 44408-0057

In order to protect yourself against any loss it is advisable to insure your return package(s). Please keep receipt from carrier as proof of return.

7. Any merchandise which, in our opinion or the manufacturer's opinion, shows evidence of being used, installed contrary to manufacturer's instructions and/or subjected to improper handling, packaging, or shipping by the customer will not be eligible for exchange, refund or warranty consideration.
8. Warranty and/or defective merchandise is subject to terms of the manufacturer's warranty.
9. **We will not accept returns on special order merchandise.**
10. For parcel or truck returns, please call customer service at 800-333-5535. Many returns may be avoided by discussing your situation with one of our trained customer service representatives. If a return is appropriate, a Return Goods Authorization (RGA) number will be issued at that time.

Certain merchandise is not returnable, including but not limited to:

- Wheels and tires that have been mounted, balanced and/or installed
- Electrical, such as (computer/ module engine upgrade)
- Custom made mats, dash covers
- Closeout items
- Special ordered items

Return processing time may vary depending on the product and reason for the return but generally processing time is **7-10** business days once the request is received and meets all criteria. Once we issue the credit back to your credit card company it can take up to 30 days or as long as 3 months for the credit to appear on your billing statement.

Return/Reorder Form (Please print clearly)

Items to be Returned:

Qty	Part No.	Description	Price Ea.	Total	Explain Reason for Return

Qty	Part No.	Description	Price Ea.	Total	Explain Reason for Return

Qty	Part No.	Description	Price Ea.	Total	Explain Reason for Return

Items to be Reordered:

Qty	Part No.	Description	Price Ea.	Total

INV # Number (Required)

Return Resolution Method (Please Circle)

01 Replace 02 Apply to Reorder 03 Credit Charge Card 04 Refund check 05 Gift Card

NOTE: Refunds will be issued in same method as payment received.