



## RETURN / WARRANTY / EXCHANGE POLICY TERMS & CONDITIONS

*If you are having a problem with a product from Spiegler Performance Parts that cannot be solved by one of our service technicians, we are ready to assist you promptly. Our service technicians are unsurpassed in the industry. In the event that something has gone wrong with one of our products, we have an outstanding response team with the expertise to repair your product in a reliable and timely manner.*

### Return / Warranty / Exchange Policy:

**Follow these two steps to receive a refund or exchange, less the original shipping fees:**

**Step 1:** Call Spiegler Performance Parts at (937) 291-1735, Monday through Friday 9am to 6pm, to obtain a Return Merchandise Authorization (RMA) number. This will assure your return is processed properly. Our service technicians can help you determine if your return is under warranty or if it meets our return guidelines.

**Step 2:** After obtaining your RMA number, you may print out the RMA form (available at [www.spieglerusa.com](http://www.spieglerusa.com)). You must fill out this form completely and sign it. Detach the bottom portion that shows our address, fill in your assigned RMA number and attach this to your return box. The top portion must be included inside the box with your merchandise. If the RMA form is incomplete or the return shipment does not have an RMA number clearly visible on the outside of the shipping label, the product will be refused and returned at the customer's expense.

### Terms & Conditions:

- All returns are subject to an inspection once received and will be assessed to a 20% restocking fee.
- Merchandise must be returned in new, unused condition, contain all the original packaging, copy of original receipt, instruction manuals and all accessories. Approved items will be free of scratches, scuffs, dents or other damage.
- Buyer must return merchandise within 30 days of original ship-to date.
- Spiegler Performance Parts is not responsible for packages lost or damaged during return shipment.
- We recommend that you **individually wrap anodized, painted, or polished parts (and other easy-to-scratch items) in bubble wrap**. Pack all screws, washers, nuts, and bolts into a separate zip-lock bag to prevent them from scratching other items.

### Warranty Returns:

Products to be returned for warranty coverage must be within the applicable warranty period. If the customer requests that a replacement be sent immediately, the replacement product will be billed to the customer's account in accordance with Spiegler Performance Parts standard payment terms. Then, once a final decision of the return is made, a credit will be issued if the warranty claim is allowed. If denied, the charge of the replacement is subject to payment terms set.

### Non-Returnable Items:

- Non-returnable items are items damaged, incomplete, used or **installed** items and poorly packaged returned items.
- If the original sealed box has been open on electronic items (such as Kellerman & Motogadget) it is non-returnable.
- Custom made lines (selected colors other than clear line with silver fittings, line length adjustments and/or modifications of fittings)

### Non-Warranty Returns:

If the customer wishes to return a product for repair that is no longer within the warranty period or for damage not covered by the warranty, Spiegler Performance Parts will advise the customer of the estimated cost of the repair. Return of the product will be the authorization to repair and agreement to pay for the cost of repair, whether or not it exceeds the original estimate. Non-Warranty returns must have a RMA number issued prior to submitting it for repair.

### Freight Damage, Defective Items and Mis-shipped Items Received:

- Claims of freight damage or defective goods received must be made within 10 days after delivery, after 10 days constitutes the acceptance of the goods. We will arrange for immediate pick up of any mis-shipped goods.

*By choosing to request a RMA number from Spiegler Performance Parts, it is implied that the customer has agreed to the terms of the Spiegler Performance Parts RMA Policy, terms and conditions.*