

# MAXIMUS-3



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## RETURN POLICY

(Procedures for Returning or Exchanging Product)

**PRODUCT MUST BE RETURNED TO THE ORIGINAL PLACE OF PURCHASE – Please refer to your original invoice.**

**ANY PACKAGES BEING SENT/RETURNED TO MAXIMUS-3 WITHOUT RMA NUMBERS WILL BE REFUSED AND RETURNED TO SENDER.**

### Returns and Exchanges

At MAXIMUS-3 we strive to get your order to you complete, undamaged and 100% correct. Your satisfaction is guaranteed. Products can be returned within 15 days of shipment as long as they are unused, uninstalled, unpainted and in new and saleable condition. Returned products need to be in their original packaging with all parts and instructions included. All returns of non-defective, non-damaged or special order parts are subject to a 15% restocking fee, unless we made an error.

**All returns require a "Return Merchandise Authorization" (RMA) number** from MAXIMUS-3 or one of our Distributors.

Whether we have made an error, you wish to exchange something, or there is a warranty claim, an RMA number is required. This number must be written on the outside of the returned package. Please allow five (5) business days for refunds to appear on your credit card statement. **No returns will be accepted on modified, "Custom" or "Special Order" items.** Item(s) must be received within 30 days of the RMA issue date; otherwise the Return Merchandise Authorization will be voided.

### Damaged Merchandise

Upon receiving your order, open the carton(s) and thoroughly inspect the contents. If any package arrives and shows signs of external damage, you may choose not to accept it. You may refuse it, and require your seller to advise you of their procedure to follow. If there was damage during shipment, contact us so that a claim can be filed. Please keep all packaging materials should the carrier wish to inspect them.

### Truck Freight Shipments

It is imperative to make a note of any damage on the delivery receipt at the time of delivery. **Open and inspect** the merchandise carefully **before** signing the delivery receipt. We can only initiate claims if the damage was noted at the time of delivery. Freight costs are all based on shipments to commercial addresses (with a dock), if you require shipment to a residential address, additional charges may be applied to the order total.

### Products

Product specifications, availability and pricing are all subject to change without notice. National, State, Provincial or local laws and regulations may prohibit the removal or modification of stock vehicle components, or the addition of some of our products for on road use. It is the responsibility of the purchaser to insure that the use of purchase products is in compliance with all laws and regulations.

IF YOU HAVE ANY QUESTIONS OR PROBLEMS, PLEASE CALL US ON **248 821 6654**