

# RETURN POLICY



Dear Valued Customer,

We need your cooperation. Due to the stricter return policies with our suppliers and manufacturers, we have found it increasingly difficult to return parts to our suppliers. Due to these restrictions we have found it necessary to tighten our return policy. Below we have listed our return policy.

This applies to ALL CUSTOMERS, so everyone is treated equally. We thank you for your cooperation in this matter.

## **RETURN POLICY PROCEDURE-THINGS TO KNOW**

- DME RACING MUST BE CONTACTED WITHIN 10 DAYS FOR ANY RETURNS OR PROBLEMS. **NO RETURNS WILL BE ACCEPTED AFTER 30 DAYS.**
- There will be **NO CREDIT TO YOUR CREDIT CARD ACCOUNT OR CASH REFUNDS.** (Ie: Your monthly statement **will NOT** show any **credit** when you return an item) only your account with DME Racing will show a credit of merchandise or exchange for the same value.
- **ALL** returns **MUST HAVE A PRIOR RETURN AUTHORIZATION NUMBER.** When calling for a return authorization number, please have your invoice number ready.
- **A RETURN APPROVAL NUMBER AND COPY OF INVOICE** must accompany all returns. Returns will not be accepted without return approval.
- Parts authorized for a return must be uninstalled and in original condition and have original packaging. **ABSOLUTELY NO SUBSTITUTION WILL BE ACCEPTED.**
- If the return is **not the error of DME Racing** there is a **20% restocking fee.** ( We are also charged 20% restocking fee when we return the parts to our supplier)

*Thanks,  
DME Racing*