



RETURN POLICY

Agility Fuel Solutions makes every effort possible to make returns hassle free and easy. If you need to return an item, make an exchange Product Support Group will help you through the process. Here are your return guidelines;

All returns require a Return Material Authorization number (RMA#) and are subject to inspection. A returned item must be received in "New" condition. Your returned item must be in re-sellable condition. Re-sellable condition means the item is in its original condition, with no scratches, marks, or blemishes. We cannot accept any returned items that have been installed, altered or modified in any way. Determination of items returned in re-sellable condition is at the sole discretion of Agility Fuel Solutions. Please provide a copy of your order confirmation with your return.

Upon return of a product a Return Materials Authorization Form (RMA Form) is required, filled out in its entirety. If not filled out appropriately your refund may be jeopardized. If there is no proof of delivery then no refund will be issued.

Please see the following terms:

- Shipping costs are nonrefundable.
- Returns for merchandise received as part of a "free shipping" offer will be credited for the amount of the returned merchandise less actual outbound shipping charges paid by us and a **20%** restocking fee will apply to all returns (not pertaining to parts provided under warranty).
- Original shipping charges are non-refundable.
- Refunds/exchanges are processed within 10-15 business days of Agility Fuel Solutions receiving the returned item.
- Refund will be issued in the same payment method as the original purchase.
- Customers are responsible for shipping costs on returns and exchanges, unless the return is due to our error.
- If your order was incorrect or received with freight damage, we must be notified within 72 hours.

The following items cannot be returned:

- Special ordered items.
 - Special ordered parts are non-returnable, except for warranty claim or shipping damage.
 - Custom made mechanical parts and items
 - Any item that has been custom painted.

No returns will be accepted on merchandise after 30 days.

RETURN MATERIALS FORM

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. Reference our return policy for complete details and explanations. Your INV # is located in the top right hand corner of your invoice. **Without the invoice number and this form, we cannot assure a credit will be issued for the return of the merchandise.**

1. Please complete the Return/Reorder form below in its entirety. Provide as much information as possible in order to process your return. Please list each part, number, quantity, description, price and reason for each item being returned.
2. **Returns should be done within 30 days of the invoice date. Failure to do so will result in a compromised return.**
3. **No returns will be accepted on merchandise over 30 days.**
4. **The cost of the return shipping is to be prepaid by customer.** Return shipping and any handling fees are non-refundable.
5. Returns can be taken directly to Agility Fuel Solutions Fontana. If sending in your return, please send it prepaid to:

Agility Fuel Solutions
 ATTN: PSG/ Quality Control
 1815 Carnegie Street
 Santa Ana, Ca 92705

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.

6. 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.
7. Warranty and/or defective merchandise is subject to terms of the manufacturer's warranty.
8. **We will not accept returns on special order merchandise, electrical items, installed items, and custom made items. Please see below for details.**
9. For parcel or truck returns, please call customer service at (949) 267-7745. Many returns may be avoided by discussing your situation with one of our trained service advisors.

Name: _____

Vehicle Year/Make/Model: _____

Address: _____

City, State, Zip: _____

Phone Number: _____

Account Number: _____

Return processing time may vary depending on the product and reason for the return but generally processing time is **10-15** business days once the request is received and meets all criteria. Once we issue the credit back it can take up to 14 days or as long as 30 days for the credit to appear on your billing statement/ statement of account.

Returns (Please print clearly)

Original INV # Number

Qty	Part No.	Description/Serial #	Price Ea.	Total	Reason for Return
Qty	Part No.	Description/ Serial #	Price Ea.	Total	Reason for Return
Qty	Part No.	Description/Serial #	Price Ea.	Total	Reason for Return

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

For Accounting Use Only:

Return Resolution Method: 01 Replace 02 Credit Charge Card 03 Refund check