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### **Pacific Auto Company (PAC) - RETURN POLICY**

- 1) A Return Merchandise Authorization (RMA) is required for any item to be returned to PAC. Contact PAC Customer Service personnel to request a RMA document number in order to initiate a return.
- 2) Returns are not accepted without an RMA. Any returns without an RMA number will be refused and credit will not be issued.
- 3) Returns are not accepted after 15 calendar days from the date of invoice. Claims must be made within 15 days from the invoice date and require proof of purchase. Returned items are subject to restocking fees of 20% or more. Damaged items are not returnable.
- 4) Special ordered items are not returnable. These items are noted on PAC sales documents and customer invoices.
- 5) Returned items must be actively stocked by PAC and in original condition. Items classified as obsolete by PAC are not returnable.
- 6) It is the customer's responsibility to check items and note discrepancies, if any, from description, price, and quantity information as detailed in delivery documents. Signing delivery confirmation affirms items are in good condition when received from PAC. Upon customer signature, PAC is released from responsibility for any damaged or missing items.
- 7) Items no longer in original condition due to misuse, mishandling or improper installation are not returnable. Items must be returned in original packaging and condition. Items which have been sanded, painted, altered, or returned without original packaging and labels are not returnable. Where unacceptable return items are received at PAC facilities, customers will be notified and items will be disposed 7 calendar days after notice.
- 8) All items have a 12-month warranty against manufacturer defects. Items claimed as defective require photo documentation and Vehicle Identification Number (where applicable) sent to PAC's Customer Service personnel. Warranty claims are voided if warranty labels have been tampered with or removed. The use of items for commercial or fleet use is not covered by PAC's warranty program.
- 9) Items claimed as defective are reviewed by PAC's RMA Department and processed within 10 business days after being received by the department. If a returned item originally claimed to be defective is found to be a non-defect, further evidence of defect must be provided to process claim. Credits for false claims are denied. PAC reserves the right to charge handling fees if customers want falsely claimed items retrieved.
- 10) In no event will PAC be responsible for direct, indirect, incidental, consequential, punitive or special loss or damage of any kind, including but not limited to labor, paint, property damage, and personal injury as result of the use of its products.
- 11) Credit issued for returned items can be applied toward future PAC purchases or open customer account balances, but cannot be applied to past due balances. Cash refunds are not available for returned purchases from PAC. A 3% charge will apply to credit card refunds. If requested, refund checks are processed and sent within 10 business days.
- 12) Customer return rates are reviewed on a quarterly basis. Customers with unusually high return rates are subject to higher restocking fees.