

Big Rig Chrome Shop's

Return Policy

RETURN MATERIAL AUTHORIZATION (RMA #) OR REPLACEMENT

To obtain Big Rig Chrome Shop authorization to return an item for credit or replacement, simply call or email Customer Service within 30 days of purchase. The Customer Service phone number is (920)769-0611. If you notify us by e-mail, please let us know the reason you are making the return, and whether you would like a replacement or refund. *Non-defective merchandise returns will incur a 20% restocking fee*, and shipping costs are non-refundable. Items or orders returned without return authorization will not receive credit or replacement and will be shipped back to you at your expense. If arrangements prior to purchasing have been made for returns that are questionable on correct fit or part type you must have a RMA # issued during purchase. Please contact a sales person for special conditions.

CONDITIONS

Non-defective merchandise must meet the following conditions to qualify for return acceptance.

- a. Merchandise must be in its original minimum inner pack quantity, as shipped by Big Rig Chrome Shop. Broken quantity inner packs are not returnable.
- b. Sample items are not returnable.
- c. Merchandise, merchandise packaging, and inner pack must bear no markings or be otherwise defaced or damaged.

Returns which do not meet the conditions described in this return policy will be returned and shipping cost of return will be charged.

ITEMS WITH GUARANTEES OR WARRANTIES

If a purchased item includes a product guarantee or warranty. Follow the instructions on the guarantee or warranty for repair or replacement. Big Rig Chrome Shop will try to assist the customer in providing manufacture's warranty or repair information if available.

ITEMS DAMAGED DURING SHIPMENT

All merchandise damaged during shipment is covered by the shipper. If you receive merchandise damaged during shipping, please contact our Customer Service department within 10 days of the date of shipment of your order, and your claim will be processed immediately. NOTE: Established procedures by UPS, U.S. Parcel Post, and trucking lines, must be complied with or they may deny your claim.

Q: I received a package. Upon examination I found a broken part. Should I place a claim with the carrier or return it to Big Rig Chrome Shop?

A: Please contact Customer Service by e-mail or phone (920)769-0611.

Q: What procedure do I follow if I place a claim for a lost shipment and it arrives soon after?

A: Please notify Big Rig Chrome Shop immediately so we can close our files without continuing unnecessary expenses for Big Rig Chrome Shop and the carrier.

Q: My order has been lost. I need it now. Can't you just send a duplicate?

A: UPS, Parcel Post, and trucking firms will not accept any responsibility for hardships caused by lost shipments. We regret that we cannot assist you in this manner. We suggest you place and pay for a duplicate order. When the carrier validates your claim, we will credit your account or send a refund check at your request.

Q: I received a light that doesn't work. I bought it 3 weeks ago and didn't realize it didn't work properly until I installed it. What's the procedure on this?

A: Any item received in a defective condition that doesn't show signs of wear, which is returned to Big Rig Chrome Shop within 45 days of purchase date in its original display box, can be returned to Big Rig Chrome Shop for credit or replacement. A Return Material Authorization number must be given by a Big Rig Chrome Shop Representative as no merchandise can be returned to Big Rig Chrome Shop without prior consent from Big Rig Chrome Shop.

WHAT IF I HAVE A CLAIM? Big Rig Chrome Shop makes a supreme effort to see that your orders are shipped correctly and that they reach you safely. Every order shipped from Big Rig Chrome Shop is double-checked for accuracy. If a member places a claim for a shortage on an order, we take special care that it will not happen again.

Despite all of these precautions, claims do arise. Big Rig Chrome Shop adjustment and return policy is truly very simple. We want to protect you and make you feel comfortable — and make certain you get what you pay for. We have established some requirements to make our policies and programs workable.

CLAIMS

Claims will fall under the following categories: (1) Lost order, (2) Damaged merchandise, (3) Shortage on order, (4) Defective merchandise, (5) Wrong item sent, (6) Manufacturer's Guarantee defect.

LOST ORDERS It doesn't happen often, but carriers such as UPS, truck lines and Parcel Post do lose orders. If you have placed an order and have not received it in a reasonable period, do the following:

Phone Big Rig Chrome Shop at (920)769-0611. Ask for the Customer Service Department. Please have the following information ready:

- Your name as it appears on your Invoice.
- Your Big Rig Chrome Shop Order number.
- If a partial order was delivered and the invoice is included in one of the delivered cartons, please have this invoice available and a list of the missing items.

A Big Rig Chrome Shop representative will check our computer to find the date your order was shipped and the carrier used. Big Rig Chrome Shop will initiate a tracer with the carrier. Normally a response is received within 10 working days after the tracer is initiated. Most carriers require a 10-day waiting period before they will accept a tracer request. The U.S. Postal Service requires a 30-day waiting period from date of shipment before they will accept a tracer. (90 days outside continental U.S.) Big Rig Chrome Shop will notify you when we receive the result of the tracer. Results of a tracer are generally one of the following: The Carrier is unable to prove delivery. Therefore, credit has been issued to your account, or we have reshipped your merchandise as you requested.

- The Carrier will submit a photocopy of a delivery receipt which will be forwarded to you. It will show the order was delivered in full, and the signature of the person who received the order and the date it was delivered.
- If, after receiving the photocopy, you find the signature is not yours, a neighbor's or a member of your family's return the photocopy to Big Rig Chrome Shop together with a denial of signature letter. We'll then file a denial of signature claim with the carrier. This will require an additional 7 to 10 working days. We'll notify you of the results.
- The Carrier may have returned the order to Big Rig Chrome Shop for the following reasons:
 1. UPS made three attempts at delivery to you and no one was home.
 2. Your delivery address is a Post Office Box. UPS does not deliver to a Post Office Box. They notify you, but if no response is made within seven days, the package is returned to Big Rig Chrome Shop.
 3. You have moved and your order was sent to your former address. The package may have been retained by someone who signed for the package at your old address, or the shipment was returned to Big Rig Chrome Shop.

DAMAGED MERCHANDISE Inspect each box for signs of damage such as crushed, torn, open, unsealed tape, etc. If you do find outward damage, sign the receipt with the words "Exception – Damage." For United Parcel Service deliveries, contact Big Rig Chrome Shop's Customer Support Department and give the order number or the shipment involved. Explain the damage involved, number of cartons received and whether you desire a replacement or credit to your account. This information will prepare us for a claim report from the carrier.

Hidden Damage by carrier: If you should receive a shipment delivered by carrier that shows no visible damage, but upon inspection you discover damage due to evident rough handling, call Big Rig Chrome Shop within 30 days of invoice date and report the damage. Big Rig Chrome Shop will issue credit or replacement at your request.

Shortages If you receive an order from Big Rig Chrome Shop and find it has not been filled completely:

Check your invoice. If the item was out of stock, it was not charged to your account. If the item does not appear on your invoice, be sure to advise the Customer Support Department representative when you call or write. Thoroughly check the cartons and packing. Small items may be under the packing material. Upon receipt, check the condition of the cartons. If there is a shortage due to tampering, a claim must be placed with the carrier. Follow the same procedure as if there is damage. If there is no tampering and an actual shortage exists, contact Big Rig Chrome Shop Customer

Support department. We'll need to know the invoice number, number of cartons received, the missing item number, and whether you prefer credit or a replacement. Big Rig Chrome Shop will investigate the shortage. When the item is confirmed as not shipped, it will be shipped or credit will be issued to your account, whichever you prefer. If reweighing your shipment or other checking procedures indicates all items were shipped, we will advise you.