

# Return Policy

This return policy is the current return policy effective November 1, 2016 and will remain in effect until further revised. Our return policy is designed to minimize your dealership's exposure to obsolete inventory and allow you to participate in the accessory business with minimal risk. Vehicle Accessory Center is committed to making our partnership as smooth as possible and we will do whatever we can to make sure you are successful with your dealership's accessory program. Returns for items that were incorrectly shipped, we be handled at VAC's expense. Other returns will be dealership's responsibility.

## Time Frame for Returns

All returns must be presented within 90 days of original invoice date. If return is presented within 90 days, full credit will be issued for the return on that month's statement from Vehicle Accessory Center. Any returns outside 90 days will be handled on a case by case basis and will be at the discretion of Vehicle Accessory Center. Returns outside of 90 days may be subject to the following return perimeters:

- Denial of return
- Repurchase of new product
- Restock fees

## Returnable Condition:

All returns must be in new unused condition, both the part and the packaging. The accessory must not have been a special-order item. All accessories must be in original packaging with all associated hardware, components, and instruction sheets included. All packaging must be in new condition with no marks, writing, or labeling on the box or other relevant packaging. No credit will be issued on accessories that have been installed or the part/packaging is not in new condition. There is no return on any electrical accessory that has been opened. All returns must have been purchased from Vehicle Accessory Center to be eligible for return to VAC.

## Return Process:

All returns must be accompanied with the return authorization sheet from Vehicle Accessory Center. The authorization sheets can be obtained by visiting our website at [www.vehicleaccessorycenter.com](http://www.vehicleaccessorycenter.com). Returns that are received defective, shipped in error, over shipment, or any other non dealer responsibility issue will have freight charges paid for by Vehicle Accessory Center. All Damage claims, missing hardware, or defective item claims must be made within two (2) business days of material receipt at your location. Damage claims must be noted with the carrier on their Bill of Lading. Please call (909)987-8237 to arrange for disposition of these items.