



## Policy & Warranty

### **CANCELLATION / RETURN / EXCHANGE POLICY & WARRANTY**

All Windshields are made to order to your specifications.

Be advised that any changes to an order, including cancellations, must be made within 48 hours from the time it was placed.

After 48 hours, you will be assessed a 15% re-stocking fee for the original order, if it is changed and/or cancelled. No exceptions.

**\*\*\*Please verify the model and all options you selected for your order prior to completing your transaction**

### **RETURNS**

**\*ALL SALES WILL BECOME FINAL AND NO REFUNDS OR REFUND WILL BE POSSIBLE 14 DAYS AFTER THE DELIVERY DATE.**

NOTE: All Dark Gray windshields, custom designed windshields, and special orders not offered on our website as standard products are final sales. They cannot be returned or exchanged at any time.

In order for a refund or exchange to be possible, the returned item must be returned within 14 days from the delivery date. The item must be returned in the same condition it was received (new, unused, undamaged, unmodified, and cannot have been mounted). The item must also be returned in the original packaging and display a valid authorization number on the outside of the package, or it will be refused at delivery.

### **SHIPPING AND HANDLING CHARGES**

Shipping and Handling charges for all completed orders that have been shipped from our facility will not be refunded at any time. 7Jurock will not be responsible for the shipping charges incurred for returns or exchanges. Shipping costs are the buyer's responsibility and will not be reimbursed. Returned items must be shipped prepaid and insured to 7Jurock Plastics.

### **RESTOCKING FEES**

A standard 15% re-stocking fee is applied to all returns and exchanges. Upon receipt, windshields are assessed for any damage. Products that arrive with signs of wear, have been mounted, or damaged in any way will be assessed for refurbishing/servicing needed, which will result in a re-stocking fee up to 40%. If damage or scratching is too severe to be completely removed, a refund will not be issued. If a refund is not possible for any reason the returned item will be sent back to the customer at no charge.

**\*\*If you need to return an item, please contact Customer Service for a Return Authorization Number, as all returned items must have the proper authorization prior to being sent back, and display the authorization number on the package, or they will be refused at delivery.**

## **WARRANTY**

We, 7Jurock, proudly stand behind our products and warrant all windshields to be free from defective materials and/or workmanship. 7Jurock covers all windshield products against defects in the material or workmanship for one year from date of purchase by the original consumer purchaser. Warranty cannot be transferred at any time. This warranty is limited to the replacement of the defective product. The 7Jurock Warranty does not cover scratches, crazing, cracking, or breakage sustained in the normal course of use or any damage resulting from intentional misuse. Warranty is void if the windshield is modified by consumer at any time.

Disclaimer: There is no allowance for any installation or removal costs associated with the defective product.

To file a warranty claim to replace a defective product, please contact Customer Service. You will be required to provide all information for original order including where you originally placed the order, the name it was placed under, the date it was purchased, and the method of payment.

## **DOMESTIC SHIPMENTS**

Orders shipped within the contiguous USA will be sent via UPS Ground (1-5 Day Transit Time) for windshields and via USPS Priority Mail (1-3 day service) for lowers and accessories. UPS 3 Day Select is also available.

## **INTERNATIONAL SHIPMENTS**

For International Shipments we use USPS (Priority Mail International or Priority Express Mail International). Transit time is usually between 6-14 business days from the shipping date. However, it may take up to 30 days. Import duties and taxes are not included with our shipping charges. These charges will be the buyer's responsibility. Please check with your country's customs office to determine what these additional costs will be prior to purchasing with us.