



## Return Policy

LOW AND MEAN offers a 30-day return policy. No returns will be accepted after 30 days of invoice.

No returns will be accepted on “Special Order” and/or “Made-to-Order” items. All chrome finished products and Shocks are special order and may not be returned for any reason. No returns will be accepted on products that have been used, installed, or altered from their original condition. Returned orders are subject to a restocking fee of 35%, based on manufacturer return policies.

To return or exchange a part that is unused, uninstalled, in resalable condition, and is in original undamaged packaging, you must call our Customer Service department at 928-680-6660 or email within 30 days of receiving the item to generate a Return Merchandise Authorization (RMA) number. Your return MUST be clearly marked with your RMA number to be accepted by Low and Mean. Failure to notify us within 30 days will forfeit your right to a refund or an exchange. For faster service when obtaining an RMA number, please have the following information on hand when calling: customer name, invoice number, serial number and nature of the problem. All products returned MUST be 100 percent complete, contain ALL original boxes and packing materials, original UPC codes on the manufacturer boxes, all manuals, blank warranty cards and other accessories and documentation provided by the manufacturer. We strongly recommend that you fully insure your return shipment in case it is lost or damaged and you use a carrier that can provide you with proof of delivery for your protection.

An order is considered shipped as soon as it is verified that the product is in stock and the order has been processed. A shipped order is subject to all the return policies laid out below. There will be a charge of \$25.00 to your account for any shipment that is refused, along with ordinary return policy and shipping costs, including original shipping cost incurred by LOW AND MEAN.

### **\*Important Notes:**

NO returns of any type will be accepted without an RMA number. For faster service, please have the following information on hand when calling for an RMA number: customer name, invoice number, serial number and nature of the problem. All products returned MUST be 100 percent complete, contain ALL original boxes and packing materials, original UPC codes on the manufacturer boxes, all manuals, blank warranty cards and other accessories and documentation provided by the manufacturer. Customer is responsible for shipping charges on returned items. If product is refused, customer is responsible for all shipping charges to and from destination that LOW AND MEAN has incurred. We strongly recommend that you fully insure your return shipment in case it is lost or damaged and you use a carrier that can provide you with proof of delivery for your protection.

**SHIPPING DAMAGE RETURNS** – If merchandise arrives damaged, save the merchandise

AND the original packaging. Notify us immediately to arrange for a carrier inspection and pick up of damaged merchandise.

**MISSING OR DAMAGED MERCHANDISE** – In the event of missing or damaged products, the customer is responsible for reporting this within 7 days of shipping carrier's delivery date. If the allotted 7 days has passed, Low and Mean can only offer direct product exchange or refund within 30 days of product delivery. Any fees currently enacted will be withheld from any refund with or without notice to all parties involved.

**DEFECTIVE RETURNS** – Please send defective returns directly to the manufacturer for replacement or repair under the manufacturer's warranty policies. Manufacturer restrictions do apply and any item that is missing the UPC can be replaced with the same item only. No exceptions.

**NON-DEFECTIVE RETURNS** – Low and Mean will accept at our discretion non-defective returns for credit or exchange as long as it is within 30 days of the invoice date and an RMA number was obtained. For all NON-DEFECTIVE returns you have two options:

1. You can get an in store credit for full value of the item being returned less any shipping and handling fees. All store credits will be processed within 10 business days of receiving the returned merchandise.
2. If you would like a refund there will be a 35% restocking fee and your refund will be processed in 10 business days. The customer is responsible for all shipping expenses on returned items.

#### Return Merchandise Authorization (RMA)

To return or exchange a part that is unused, uninstalled, in resalable condition, and is in original undamaged packaging, you must call our Customer Service Department at 928-680-6660 or email within 30 days of receiving the item to generate a Return Merchandise Authorization (RMA) number. Your return must be clearly marked with your RMA number to be accepted by Low and Mean. Failure to notify us within 30 days will forfeit your right to a refund or exchange. For faster service when obtaining an RMA number, please have the following information on hand when calling: customer name, invoice number, serial number and nature of problem. All products returned must be 100 percent complete, contain ALL original boxes and packing materials, original UPC codes on the manufacturer boxes, all manuals, blank warranty cards and other accessories and documentation provided by the manufacturer. We strongly recommend that you fully insure your return shipment in case it is lost or damaged and you use a carrier that can provide you with proof of delivery for your protection. **All freight charges are the responsibility of the customer and will not be reimbursed in the event of a warranty claim.**

#### Limited Warranty

All warranty claims are made directly with the manufacturer as if the product was purchased directly from the manufacturer. No other responsibilities or warranties are expressed or implied.

In the case that you might have a warranty issue, contact the manufacturer and they will issue an RMA number for return and exchange of your defective merchandise. If you need the manufacturer's phone number or have any problems with the manufacturer honoring the warranty, then you can contact a LOW AND MEAN representative for help with the matter.

Unauthorized customer warranties or warranty items that do not meet warranty criteria as stated by the manufacturer will be denied and returned if requested, at the customer's expense. Unclaimed denied warranty returns will be destroyed. Warranty returns that are mis-shipped, mis-packaged, or mis-delivered will not be 'tracked down' and are not the responsibility of LOW AND MEAN. LOW AND MEAN reserves the right to deny warranty service.

#### Performance Product Warranties and Returns

(i.e., internal engine parts) No warranties on internal engine performance products for any reason. No returns, exchanges or refunds for any internal engine performance products. No credit will be issued for labor or any other cost incurred in the installation of these products.

#### Limited Chrome Warranty

As hard as we try, our chrome is not always perfect. Small flaws and/or marks in the chrome do not constitute a flawed product. If, upon inspection you don't agree, or if the chrome is very obviously flawed then please give us a call. Our standard chrome warranty is for a period of 90 days from date of invoice, for workmanship or defects. Corrosion defects due to salt spray in beach or snow areas, corrosive chemicals, improper care or cleaning are NOT COVERED by warranty. Parts must be returned to LOW AND MEAN for inspection for determination of repair, replacement or credit. Misuse, improper installation, and/or modification of our product void all warranties. No replacement will be shipped prior to receipt of the return for inspection and determination of qualification of warranty. We will make every effort to ship replacement parts in a timely fashion, however, please be aware that delays may sometimes occur due to manufacturing schedules. Credits or refunds will be issued only for the value of the item and only if part was purchased directly from LOW AND MEAN. No credit will be issued for labor or any other cost incurred beyond the original cost of the part. LOW AND MEAN is not responsible for failure of any product that results from normal wear and tear, misuse, modification or improper installation. Bluing/yellowing or discoloration of exhaust products is NOT COVERED for warranty. Returns must have a Return Merchandise Authorization (RMA) number clearly marked on the outside of the package. See RMA section of these policies for more information.

#### Inspection

All items returned for warranty consideration are subject to inspection. LOW AND MEAN reserves the right to inspect all parts related to a warranty claim and to refuse any warranty claim upon inspection of said parts. No replacement products will be shipped prior to receipt and inspection of any product for warranty request.