



## **Magnum Shielding Corporation Limited Warranty Information**

### **What your warranty consists of:**

Magnum Shielding Corporation warrants its products to be free from defects in material and workmanship for a period of 1 year. This applies only to the original purchaser starting from the date the product was purchased from a Retailer with proof of purchase. In the event of warranty claims on products purchased directly from Magnum Shielding Corporation, the warranty period will start from the invoice date.

### **What is not included:**

- Products which have been subjected to abuse, accident, alteration, modification, improper installation, improper operational adjustments, tampering, negligence, misuse, or if repaired by anyone other than Magnum Shielding Corporation.
- Actual or alleged labor, transportation or other incidental charges.
- Actual or alleged consequential damages incurred by use of this product.
- Specific for Ignition Wire Sets only: any wires which are burnt, abraded, cracked, torn, ripped, cut or otherwise damaged due to improper installation.
- Magnum Shielding Corporation also does not warrant, and disclaims all liability for products used in racing activities.

### **What we will do:**

Magnum Shielding Corporation, at its election, will either repair or replace all defective parts free of charge.

**WHAT YOU MUST DO FOR THE WARRANTY SERVICE:** In the event that the original purchaser detects a defect in the material or workmanship, the product(s) in question must be returned by the **original retail purchaser to the place of original purchase for warranty determination**, unless the actual place of original purchase was Magnum Shielding Corporation due to a direct purchase from Magnum Shielding Corporation's website or an order placed with Magnum Shielding Corporation through Customer Service by email, phone or fax.

Do not send suspected defective parts to Magnum Shielding Corporation without prior approval to do so along with a RMA Number. Please see our returns policy for information regarding returns.

**No other warranty, express or implied, is applicable to the products or Magnum Shielding Corporation. The duration of any implied warranties, including the implied warranties of**

**merchantability and fitness for a particular purpose, is limited to the duration of the express warranty herein. Magnum Shielding Corporation shall not be liable for the loss of use of the product, inconvenience, loss or any other damages, direct or consequential, arising out of the use of, or inability to use, the product or for any breach of any express or implied warranty, including the implied warranties of merchantability and fitness for a particular purpose applicable to this product.**

Materials, components, specifications, colors, model changes, availability and prices are subject to change without notice or obligation.

### **General Return Policy Information:**

If you purchased Magnum Shielding Corp. product from another source, retail establishment, or distributor, you must return any possible defective product to that establishment for credit. Otherwise, please read the general information section in its entirety and then see the appropriate section below for our return, defective, missing item or damaged goods policies. This returns policy supersedes all others. Please read carefully.

- All packages must be inspected by the customer upon receipt. Magnum Shielding must be notified within ten (10) business days of the original ship date of a shipment that has been determined to contain damaged, missing, incorrect, or possibly defective items.
- All returns must be pre-approved by calling Customer Service for a Return Material Authorization number (RMA#).
- Items can be returned for refund, up to 30 days from the original ship date, if they meet requirements listed below in the following sections. Such returns are acceptable and valid only with prior expressed approval and a valid RMA#. Returns must be accompanied by a copy of the original purchase invoice and a note explaining the reason for the return.
- Once the RMA# is issued, you have 30 days from the RMA's issue date to return your item(s) to us. After 30 days, that RMA# will be cancelled and the item(s) cannot be returned on that RMA#. You may be able to possibly obtain a new RMA# by contacting Customer Service to discuss the situation.
- The RMA# must be visible on the outside of the package being returned to Magnum Shielding. No matter what shipping option you choose to return the product, it is highly recommended that the package be insured. Magnum Shielding will not be held responsible for returns lost in transit.
- Make sure to retain all Postal, UPS, FedEx, or other tracking numbers. All returns must be prepaid: we cannot accept COD returns.
- There are no product returns after 60 days from the original ship date, unless for a Warranty Claim (see "Defective Merchandise" section).
- Under no circumstances shall altered, abused, used, scratched, scuffed, or non-resalable merchandise be eligible to be returned for credit
- We will not process or ship a replacement part before first receiving the returned part.

### **Return Policy for Non-Defective Merchandise**

If you purchased the product directly from Magnum Shielding, either from our website or through a phone or e-mail order, please use the following instructions.

- Items can be returned for refund up to 30 days from original ship date only with prior expressed approval from Magnum Shielding, along with a valid RMA#. The RMA# must be issued prior to the product being returned to us. Contact Customer Service at 877-564-8248 or 585-381-8380 for more information and the assignment of an RMA#.
- A 25% restocking fee will be charged for items found in our product listings that have been ordered in error by the customer and are returned for alternate items. The product needs to be unused and in re-salable condition with all parts and packing undamaged in order for any credit or partial credit to be applied.
- We will not accept returns or process refunds for any custom orders manufactured per customer instructions. At the customers request for possible alteration, a custom order that was ordered in error can be returned at the customers expense. Upon receipt and factory inspection, we will e-mail or call the customer with a minimal cost of altering the item and the timeframe for it to be altered and shipped. If approved by the customer, a credit card will be charged for the work as well as a return shipping and handling charge.
- Items that are NOT eligible for return are: returns on items that have been installed, altered, or damaged; returns for CUSTOM or special order made items, unless it is a request for an alteration at the customers expense; returns on used items unless it is a warranty issue or an alternation request.

## **Return Policy for Defective Merchandise**

If you purchased the product directly from Magnum Shielding, either from our website, or through a phone, fax, or e-mail order, please use the following instructions.

- Contact Customer Service at 585-381-8380 to discuss your concerns with a Customer Service representative prior to taking any action.
- For a manufacturing defect due to workmanship and/or materials that occurs within the 1 year warranty period, you will be issued an RMA#. (See our warranty policy for more information)
- Once assigned the RMA#, you may ship the suspected defective product back to Magnum Shielding Corp. with the RMA# clearly written on the outside of the box/package. Please keep all shipping information.
- Upon receipt, the product will be inspected by our Quality Control Department.
- If the product is deemed to be defective in regards to a manufacturing defect and was purchased within a one year period, at its election, Magnum Shielding Corp. will either repair or replace the product. Credit or refund may be available with proof of purchase. Magnum Shielding will not be expected to manufacture and ship any replacements for defective products without first having said product that the customer considers to be defective returned for inspection and determination, even if critical timing is a factor.
- Any parts returned will be subject to inspection to determine the refund amount for the merchandise and shipping costs. Magnum retains the right to disallow any returns that our Quality Control Department deems as a non-warranty issue. All results will be discussed with the customer.

