

# Warranty and Returns Policy

## **PRODUCT WARRANTY INFORMATION**

BEICO guarantees all new products against defects in materials or workmanship for one (1) year from purchase date.

BEICO recommends the use of a professional installer to install BEICO products. BEICO will not be held liable for any cost of service calls, installation, alleged harm, both personally and materially and/or any other damages resulting from the installation of our products, no matter if installed professionally or by the end-user.

## **RETURN POLICY**

### **Return Merchandise Authorization (RMA) Form**

In order to return merchandise, we have developed a Return Merchandise Authorization (RMA) Form that must be filled out and have as much information as possible about the merchandise you wish to return. It is very important that this form be completed in its entirety. To ease the process, we have created a fillable PDF form so the form can be filled electronically and then emailed to our Warranty Service department once complete.

Once you have filled out the form, please e-mail to [warranty@beico.com](mailto:warranty@beico.com) or fax it back to us at 714-593-6363, and allow 24 hours for an authorization number to be issued to you. Please note that the return authorization number covers only the items that are listed on the return merchandise form.

### **Receiving Authorization and Preparing the Merchandise for Shipment**

Once you have received the form back with the authorization number, you must print and place a copy of the form into every box that you wish to return. Credit will not be issued for merchandise that is not listed.

### **Returning the Merchandise**

#### *General*

1. Merchandise should be returned in its entirety and in its original packaging. This includes, but is not limited to, all wiring, hardware,

center caps, etc.

2. All merchandise in retail packaging should be placed into another box prior to shipping to prevent damage to the retail packaging.
3. Wheel and tire assemblies must be sufficiently protected to prevent damage to the wheels while en route.
4. Any damage to retail packaging or wheels due to insufficient packaging could delay or void your credit.

### *Wheel and Tire Assemblies*

In the case of wheel and tire assemblies ONLY, if a warranty return is authorized, you have the following options:

1. BEICO can send you replacement tires and will issue a credit up to \$15 to cover the mounting cost, subject to the following terms:
  - a. Photos may be requested by our warranty service department to document the issue
  - b. Credit will be issued upon receipt of the invoice for the tire mounting. Invoice must be emailed to [warranty@beico.com](mailto:warranty@beico.com) or faxed to 714-593-6363.
2. You can return the wheel and tire assembly, have the tire remounted by BEICO and the assembly shipped back to you. You will receive the same wheel that is sent back to us. Once we receive the assemblies, please allow three business days to return them to you.

### *Prepaid Freight*

You will receive a pre-paid shipping label (or labels), for warranty related items only, to return your merchandise. For best results:

1. Once you receive your pre-paid shipping labels, call the BEICO Warranty>Returns Department at 714-593-3400 to schedule pick-up;
2. Place the pre-paid shipping labels on the outside of the boxes or containers that you will be shipping;
3. Write the RMA number underneath the shipping label on the outside of each box in permanent marker;
4. Place a copy of the RMA form inside each box.

## **Terms and Conditions**

Merchandise returned for other than warranty coverage must be free of damage and in its original retail packaging with any and all additional markings removed. Items returned with damaged retail

packaging will be credited on a pro-rated basis to be determined by Madjax.

Please do not send back merchandise that was not authorized for return. Merchandise returned other than what is listed on the RMA Form will not be credited and will not be returned to you. If you have additional merchandise to return after an RMA Number has been issued, you must fill out a new form and receive a new authorization to return the additional merchandise.

A return authorization is good for 45 calendar days. Outstanding return authorizations that have not been fulfilled (i.e., Madjax has not received the merchandise listed for return) within 45 days will be canceled.

Merchandise returned as defective will be tested and credit will be issued accordingly.

The BEICO limited warranty covers only defects in materials and workmanship for a period of one year. Damage due to improper installation or mishandling will not be covered and credit will not be issued for merchandise returned damaged due to improper installation.

### **Restocking Fee**

Items returned for reasons other than warranty coverage will be subject to a 15% restocking fee.