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## **Pacific Auto Company (PAC) – RETURN POLICY**

- 1) A Return Merchandise Authorization (RMA) is required for any item to be returned to PAC. Please contact PAC Customer Service personnel to request a RMA number in order to initiate a return.
- 2) Returns are not accepted without an RMA. Any returns without an RMA number will be refused and credit will not be issued.
- 3) All items have a 12-month warranty against manufacturer defects. Items claimed as defective require photo documentation and Vehicle Identification Number (VIN#) sent to PAC's Customer Service personnel. Warranty claims are voided if warranty labels have been removed or tampered with. The use of items for commercial or fleet use is not covered by the PAC's warranty program.
- 4) Returns are not accepted after 15 calendar days from the date of invoice. Claims must be made within 15 days from the invoice date with proof of purchase. Returned items are subject to restocking fees of 20% or more. Damaged items are not returnable.
- 5) Special ordered items are not returnable. These items are noted on the Customer Invoice.
- 6) Items damaged due to misuse, mishandling or improper installation are not returnable. Items must be returned in original packaging and condition. Items in damaged or altered conditions are not returnable, and sent back to the customer or subject to disposal if no response is received within 7 days after notice.
- 7) Items claimed as defective will be reviewed by PAC's RMA Department and will be processed within 10 business days after the item is received by PAC's corporate office. If a returned item originally claimed to be defective is found to be a non-defect, further evidence of defect must be provided to process claim. Credits for false claims will be denied and subject to handling fees if customers want false claims to be retrieved.
- 8) Signing delivery confirmation affirms items are in good condition when received from PAC. After delivery confirmation is signed, PAC is released from responsibility for any damaged/missing items which are not returnable. Items which have been sanded, painted, altered, or returned without original packaging and labels are not returnable.
- 9) In no event will PAC be responsible for direct, indirect, incidental, consequential, punitive or special loss or damage of any kind, including but not limited to labor, paint, property damage, and personal injury as result of the use of its products.
- 10) Customer return rates are reviewed on a quarterly basis. Customers with unusually high return rates are subject to higher restocking fees.