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## **Pacific Best Inc. (PBI) – RETURN POLICY**

- 1) A Return Merchandise Authorization (RMA) is required for any item to be returned to PBI. Please contact PBI at [rma@pacificbestinc.com](mailto:rma@pacificbestinc.com) to request an RMA number in order to initiate a return. Please provide the invoice or delivery number, part number and reason for return. An RMA issued will only be valid for 15 calendar days. All returns not received within 15 calendar days of the RMA issue date will be cancelled and no longer be returnable.
- 2) Returns are not accepted without an issued RMA. Any returns without an issued RMA will be refused and credit will not be reimbursed.
- 3) All items have a 12-month warranty against manufacturer defects, unless customer selects options of taking warranty allowance. Items claimed for fitment issues require photo documentation and VIN# (Vehicle Identification Number) e-mailed to PBI's customer service staff. Warranty claims are voided if warranty labels have been removed or tampered with. The use of items for commercial or fleet use is not included in PBI's warranty program. Please refer to Pacific Best Inc. (PBI)'s warranty policy for additional information.
- 4) No returns are acceptable after 15 days from date of invoice. Return requests must be made within 15 days from invoice date with original copy of receipt. Returned items are subject to handling fees of 20% or more. Damaged items are not returnable.
- 5) Special ordered items are not returnable. Special ordered items are noted on the customer invoice and delivery confirmation.
- 6) Items damaged due to misuse, mishandling or improper installation are not returnable. Items must be returned in original packaging and original condition. Items in damaged, non-sellable or altered conditions are not returnable and are deemed by PBI as invalid returns.
- 7) Returned items deemed by PBI to be invalid returns must be retrieved within 7 days with 1-day prior notice or be issued their own call tag. Freight will be at customer's expense. Item will be disposed after 7 days if no response is received within 7 days after notice.
- 8) Items claimed as defective will be reviewed by PBI's RMA Department and will be processed within 10 business days after the item is received by PBI'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 or subject to handling fees.
- 9) Signing delivery confirmation affirms items are in good condition when received from PBI. After delivery confirmation is signed, PBI 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.
- 10) In no event will PBI 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.
- 11) Customer return rates are reviewed on a quarterly basis. Customers with unusually high return rates are subject to price tier changes and/or higher restocking fees.

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*Manufacturer and Wholesale Distributor of Automotive Cooling Products and Collision Parts*