

XKs Unlimited, Inc. Return Policy



Dear XKs Unlimited Customer:

Thank you for your order. Your satisfaction is extremely important to us. If you do have a problem with an order or need to return a core, please follow these instructions for a speedy resolution.

**YOU MUST INCLUDE A COPY OF YOUR INVOICE;
FAILURE TO DO SO WILL DELAY PROCESSING OF YOUR RETURN**

- Should you suspect shipping damage or receive a damaged item, please notify the carrier immediately. Then call us so we can initiate a claim.
- On truck shipments, inspect the contents before the driver leaves, as damage must be noted on the bill of lading. Then call us so we can initiate a claim. If damage is found after the shipment is accepted, you must notify the carrier within 48 hours to file a concealed damage claim.
- We do not accept returns COD.
- Allow 30 days for processing your return.
- Include a copy of your invoice. To make a return, use the form on the reverse side. This will avoid delays in processing.
- For returns exceeding \$200 value, please email: returns@xks.com, for an authorization prior to sending.
- There is no warranty provided for labor associated with the R&R on parts.

Core Return Policy:

Cores must be returned in the original box. All cores must be fully assembled and with no external damage, otherwise we reserve the right to reduce core deposit refunds. Please pack securely. We are not responsible for shipping damage due to poor packaging. To avoid delays in processing your core credit, include a copy of your invoice. The core must be identical to the item purchased. Please mark the box "core return." We reserve the right to verify, with the rebuilder, that a returned core is suitable for rebuild before issuing a core deposit refund.

Thank You.

Send all returns to:

**XKs Unlimited
Attn: Returns
850 Fiero Lane
San Luis Obispo, CA 93401
U.S.A.**

XKS UNLIMITED, INC. RETURN FORM



Read these instructions carefully before sending a return. For your return to be processed you must include a copy of any invoice(s) in question. If you need to write a letter of explanation, please attach it to this form. All returns are subject to inspection and the stated policy on this form. Verification of core suitability will be made prior to re-funding any core charge and is at the sole discretion of the core part rebuilder. Thank you.

Send parts and paperwork to: **XKs Unlimited, Attn: Returns, 850 Fiero Lane, San Luis Obispo, CA 93401.**

Failure to include a copy of the original invoice(s) will delay processing your return and/or refund

CUSTOMER SUPPLIED INFORMATION	Date _____ Invoice Number _____ Account Number _____				
	Customer Name _____				
	Day Phone No. (_____) _____ Home Phone No.(_____) _____				
	Reasons For Return & Part Numbers:				
	Part No.	Quantity	Reason For Return Check Appropriate Box(es)	Refund	Exchange
	_____	_____	<input type="checkbox"/> Core Return <input type="checkbox"/> I Ordered Incorrectly <input type="checkbox"/> I Didn't Need	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/> Defective <input type="checkbox"/> Mis-Marked <input type="checkbox"/> Shipped In Error		
	_____	_____	<input type="checkbox"/> Core Return <input type="checkbox"/> I Ordered Incorrectly <input type="checkbox"/> I Didn't Need	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/> Defective <input type="checkbox"/> Mis-Marked <input type="checkbox"/> Shipped In Error		
	_____	_____	<input type="checkbox"/> Core Return <input type="checkbox"/> I Ordered Incorrectly <input type="checkbox"/> I Didn't Need	<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/> Defective <input type="checkbox"/> Mis-Marked <input type="checkbox"/> Shipped In Error			
_____	_____	<input type="checkbox"/> Core Return <input type="checkbox"/> I Ordered Incorrectly <input type="checkbox"/> I Didn't Need	<input type="checkbox"/>	<input type="checkbox"/>	
		<input type="checkbox"/> Defective <input type="checkbox"/> Mis-Marked <input type="checkbox"/> Shipped In Error			
Comments: _____					

- Missing and/or incorrect items must be reported within ten (10) days. Check container thoroughly for small items that may be wrapped in packing materials.
- All electrical parts are not returnable. Please email: returns@xks.com, with any electrical part dispute.

- 1) All sales are final unless the part is defective or shipped in error (e.g., item received is NOT the item on invoice/packing list).
- 2) Special order items are non-returnable.
- 3) All returns must be in original packaging as shipped. No credit for items damaged in return shipment due to improper packaging.
- 4) Any return more than \$200 requires a return authorization number obtained by emailing returns@xks.com prior to sending the return. This authorization number must be printed on the outside of the return carton.
- 5) No returns after 30 days without authorization (except cores).
- 6) All cash returns are subject to a 20% restocking fee (except parts that are defective or shipped in error)
- 7) XKs will make final determination if part is "defective" before making a refund.
- 8) Minimum return amount is \$5.00.
- 9) Labor associated with the R & R on parts in NOT covered by any warranty and is not refundable.
- 10) Cores, or any parts, returned without paperwork will be processed at the discretion of XKs.