



Thank you for supporting Out Motoring. We hope the products ordered arrived safely and meet your expectations. If you would like to exchange or return an item, we are happy to assist. **There is no need to contact us if you are returning merchandise in original condition.** Please review the following and fill out the **back of this form** so we can quickly process your return.

If you have a user account on our website you can streamline the returns process. Simply login and follow the instructions.

RETURNS/EXCHANGES

- + You may return an item within 15 working days of receipt, however, we are unable to accept returns on any item that has been installed or is incomplete
- + We do not refund shipping fees unless the error was our fault, in which case, reasonable ground shipping fees will be refunded (**international shipments MUST get written approval**).
- + Sorry, no returns on electronic items (including lights) or special order items such as Brake Kits, Wheels, Seats, Exhaust Systems and Coil Overs.
- + Attach a copy of your invoice or invoice number.
- + If you wish to exchange an item and the amount of the new items exceeds that of the return please include a money order or approval for us to charge the original card used for the purchase. We will refund any overcharges directly to the original card used.

DAMAGED ITEMS

- + Damaged packages must be **noted by the customer** to the shipper upon receipt. If your item has been damaged please contact the carrier to initiate a claim and let us know so we can aid in the process of replacing the part.
- + All claims for hidden damages to merchandise must be reported to the carrier within 2 days. It is the buyers responsibility to make any claims to the correct shipper.
- + If you need to send an item back due to a shipping error, please repack the item in its original packaging and fill out the form on the back. We will get it fixed ASAP.

Safely package all returns and ship **postage paid** to:

**Out Motoring
(your order number)
10523 Kingston Pike Suite G
Knoxville TN 37922**

Please return your item with an insured courier and keep your receipt. We are not responsible for items damaged or lost in transit. We will process your refund or send out a new item within 7-10 days of receiving your returned item.

Again, thank you for supporting us, we appreciate your patronage.

Best regards,
Aaron Cornaby, Owner: OutMotoring.com

The best way to contact us is via email at **shipping@outmotoring.com**. Please include your phone number if you would like us to call you. Alternately, we can be reached at 614-656-4315. Please leave a message. We return all phone calls.

NAME: _____ DATE: _____

INVOICE # _____ DAY PHONE # _____

LIST OF ITEMS BEING RETURNED:

Item # 1 _____

REASON FOR RETURN: Wrong item received Damaged/defective Ordered wrong part Other (please explain below)

PLEASE: Refund my card Send the following in exchange (charge my card the difference if more \$\$) Send me a new one

Item # 2 _____

REASON FOR RETURN: Wrong item received Damaged/defective Ordered wrong part Other (please explain below)

PLEASE: Refund my card Send the following in exchange (charge my card the difference if more \$\$) Send me a new one

Item # 3 _____

REASON FOR RETURN: Wrong item received Damaged/defective Ordered wrong part Other (please explain below)

PLEASE: Refund my card Send the following in exchange (charge my card the difference if more \$\$) Send me a new one

NOTES _____

Standard ground shipping charges will be applied to orders shipped unless the original error was ours (**international shipments MUST get written approval**).

Thank you!