

## RETURN GOODS AUTHORIZATION

This authorization for return is not a guarantee of credit or replacement. Credit or replacement will only be issued if the returned merchandise is received in unused and sellable condition. Reference our internet site for complete details and explanations. Your INV# is located the top right hand corner of your invoice.

1. Please complete the Return/Reorder form below in its entirety. Provide as much information as possible in order to process your return. Please list each part number, quantity, description, price and reason for each item being returned.
2. **Return the merchandise in the manufacturer's original box and packing with the Return/Reorder form inside the box. This should be completed within 90 days of the invoice date. A restocking fee of 25% will be deducted from your credit. If a store credit is desired (in lieu of refund) a 10% restocking fee will apply+.**
3. **No returns will be accepted on merchandise over 90 days.**
4. We will not accept any COD shipments for returned merchandise. COD return packages, or any bill recipient packages will be refused.
5. **The cost of the return shipping & insurance is to be prepaid by customer.** Return shipping, insurance or any handling fees are non-refundable.
6. Returns can be taken directly to GenRight Off Road headquarters or returned by the original shipping method. If shipping your return, please send it prepaid/insured to our warehouse:

GenRight Off Road, Inc.  
Attention: Returns Department  
4535 Runway Street  
Simi Valley, CA 93063

7. Any merchandise which, in our opinion or the manufacturer's opinion, shows evidence of being used, installed contrary to manufacturer's instructions and/or subjected to improper handling, packaging or shipping by the customer will not be eligible for exchange, refund or warranty consideration. Reference the "Policies" link on the home page of our website [www.genright.com](http://www.genright.com).
8. Warranty and/or defective merchandise is subject to terms of the manufacturer's warranty.
9. **We will not accept returns on special order merchandise, electrical items, installed items, clearance, closeout or custom made items. Please see below for details.**
10. For parcel or truck returns, please call customer service/sales department at 805-584-8635. Many returns may be avoided by discussing your situation with one of our sales representatives.

Name: \_\_\_\_\_ Phone Number on Account: \_\_\_\_\_

Address: \_\_\_\_\_ \*RMA# \_\_\_\_\_

City, State, Zip: \_\_\_\_\_ Original Invoice Number: \_\_\_\_\_

Return processing time may vary depending on the product and reason for return but generally processing time is 7-10 business days once the request is made, and return product that meets all return criteria is received. Once we issue the credit back to your credit card company it can take up to 3-5 business days for the credit to appear on your billing statement.

The following items cannot be returned: Tires and wheels that have been mounted and/or installed. Opened electrical items. Custom made items. Closeout or clearance items. Special ordered items.

### Return/Reorder Form (Please print clearly)

Qty	Part No	Description	Price Ea	Total	Explain Reason for Return
Qty	Part No	Description	Price Ea	Total	Explain Reason for Return
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\*\*Return Resolution Method (Please Circle)

1. Replace      2. Apply to Reorder      3. Credit Charge Card/PayPal Refund      4. Refund Check      5. Store Credit+

**\*All returns must have a GenRight issued RMA#**

**\*\*Note: Refunds will be issued in same method as payment received.**