

# Return Merchandise Form

Date \_\_\_\_\_



Customer Name: \_\_\_\_\_ Cover Sku# (On Storage Bag Label) \_\_\_\_\_

RMA# \_\_\_\_\_ Zip Code \_\_\_\_\_

Order# \_\_\_\_\_

**Condition of car cover: (Check Only One Box Below)**

<input type="checkbox"/> <b>New/Never opened</b>	<input type="checkbox"/> <b>Open clean</b>	<input type="checkbox"/> <b>Open dirty</b>
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- ⓘ **New clean or never opened** (Free from brake dust, road grime, grease, oil, or other debris...) In new condition
- ⓘ **Open Clean** (Tried on vehicle, still clean free from brake dust, road grime, grease, oil, or other debris...)
- ⓘ **Open Dirty** (contains one or more of the following (brake dust, road grime, grease, oil, or other debris...) **[Note\* A 15% restocking fee will be applied to dirty returned covers \*\*\* See Return Policy]**)
- ⓘ **All Returned Covers** are visually inspected, any visual damage small or large will result in a restocking fee in the amount up to 20% of the purchase price.

**Reason for return** \_\_\_\_\_

<input type="checkbox"/> <b>Return</b>	<input type="checkbox"/> <b>Exchange</b>
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**Warehouse Review & Inspection** Received By: \_\_\_\_\_ Date \_\_\_\_\_

Condition	Check One	Restocking Fee	Dirty Reason
New	<input type="checkbox"/>	Yes <input type="checkbox"/>	Brake Dust <input type="checkbox"/> Oil <input type="checkbox"/>
Good/Clean	<input type="checkbox"/>	No <input type="checkbox"/>	Debris <input type="checkbox"/> Dirt <input type="checkbox"/>
Dirty/Cleaned	<input type="checkbox"/>	See Notes To Right	Rip/Tear <input type="checkbox"/> Cut <input type="checkbox"/>
Dirty/Trashed	<input type="checkbox"/>		Mold/Mildew <input type="checkbox"/>
Notes			

Inspected By: \_\_\_\_\_ Date Cover Inspected \_\_\_\_\_

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Date \_\_\_\_\_



To: Our Valued Customer

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## **Our Policy:**

### Return Policy

Customer service is important to us, which is why we offer a terrific return policy. We will accept return and exchange requests as long as they are made **within 30 days of the date you receive your original purchase**. All you have to do is contact us via e-mail (see below). From there, we will do our best to address your return inquiries. Returns initiated **30 days after the date of receipt** will be strictly denied.

- Ⓜ ***Please include as much information as possible about your return*** including: reason for the return, whether the package has or has not been opened, and whether you are looking for a replacement or a refund.
- Ⓜ ***Our returns department will review your RMA request and notify you*** whether or not your request has been approved or denied. If approved, you will be provided with detailed instructions for returning or exchanging your purchase.
- Ⓜ We will issue a refund when we have received confirmation from our warehouse that your original purchase has been received. Your refund will be issued to the credit card or PayPal account you used to make the purchase.
- Ⓜ ***Items must be shipped back within 10 days of receiving the RMA approval.*** Items sent after 10 days will be subject to a 15% restocking fee.
- Ⓜ ***Items sent back without an RMA label will be subject to a 20% restocking fee.***
- Ⓜ Items that do not qualify for our No-Hassle Sizing Guarantee are subject to a 20% restocking fee (depending on if the cover is dirty or not) and return shipping costs.
- Ⓜ ***Items must be in new, unused, resalable conditions or will be subject to a 20% restocking fee.***
- Ⓜ You will receive an email confirmation as soon as the return has been processed and you have been refunded.

**Please note that it may take up to two weeks to process your return and receive a refund.**

If you are exchanging or replacing a purchase, your new purchase(s) will be shipped when we have received confirmation from the carrier that the returned purchase(s) has been received. When we ship your new purchase(s), you will be sent a notification via e-mail. This e-mail will also contain a new tracking number!

Free return shipping and exchange does not apply to orders from Hawaii and Alaska.

Thanks for shopping with Car-Covers.com!

## **Return Cover Instructions**

Please complete the form above and include with your returned cover...