



"Your Source for Performance, Reliability, and Style."

**RETURN MERCHANDISE AUTHORIZATION REQUEST**

Name: \_\_\_\_\_ Order Number: \_\_\_\_\_

Contact E-Mail: \_\_\_\_\_ Contact Phone: \_\_\_\_\_

Item for which RMA is Requested: \_\_\_\_\_

Reason:

Description of Issue/Damage (if applicable):

Please Attach Photos of Issue/Damage (if applicable)

**Fax to 704-496-2292 or e-mail to fulfillment@upscaleautomotive.com**

Returns and cancellations must be authorized before they will be accepted. If approved you must receive an RMA number before returning the product and return the product to the return address as instructed. Items returned without consent may be refused and returned to sender or even received into our possession if the incorrect address or RMA number is used or if there is no RMA number used at all. Returns will not be considered for products that are used or products for which installation has been attempted. Returned items must include original packaging, accessories, documentation, and must be in new condition. Returns are not allowed on special order products, electronics, turbos, engine internals, fuel system parts, body components, or exhaust systems in any case. If you receive a part other than the part ordered, let us know as soon as possible and we will do our best to make it right. Customer error, dissatisfaction, change of desire or need, or returns for similar reasons will not be approved. Items in the customer's possession for more than 14 days will not be approved. We do not allow returns for items ordered for test fitment or trial purposes. Returns will not be approved for items ordered for incorrect applications. Returns will not be approved for opened, used, modified, misused, or installed items. All returns and cancellations are at the complete discretion of Upscale Automotive LLC. Returns are subject to a 25% restocking fee and are for store credit ONLY and you are completely responsible for return shipping charges. Refunds are based on the original product price, not including original shipping charges. Cancellations made prior to the 14 business day period stated in these terms are subject to a 10% cancellation fee.



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