

Shipping and Returns, Refunds and Exchanges Policy

How To Return An Item

Your item must be in its original unused condition to be returned, unless there is a manufacturer defect. You must return the item **within 30 days** of your purchase.

1. Please fill in the contact us form or call us at (951) 907-8166 to request a refund and we will assign you a tracking #.
2. You will be instructed as to where to return your part(s).
3. The package must contain the return number you have been assigned.

Return Exceptions

Some items cannot be returned if they are opened. These include:

Merchandise that has been used or altered will not be accepted for return or exchange.

Restocking Fee

All items are subject to a 20% restocking fee, this will be deducted from your refund. We also do not refund the original shipping and handling that you paid on the order.

Exchanges

If merchandise is in like new condition, you may exchange your merchandise for a different product on our website. You will not be subject to a restocking fee in this case, but you will be responsible to pay return shipping.

Payment Policy

Accepted Methods of Payment

Credit Card (Visa, Master Card, American Express, Discover)
Check/Money Order

Credit Card Charges

Your credit card will be charged when you place your order. If we are not able to fulfill your order for any reason your credit card will be refunded.

Shipping Policy Turnaround

All orders are shipped within 24-72 hours of being placed Monday - Friday 8am - 5pm. We are not responsible for delays due to weather, backordered merchandise or other items that fall outside of regular shipping policies.

Carriers

We may use any of following carriers to deliver our orders:

USPS
UPS
FedEx

Order Tracking

If a tracking # is provided by the shipping carrier, we will update your order with the tracking information. Please note that some orders using 1st Class USPS mail will not have tracking numbers.

Shipping Rates

The rate charged for the shipping of your order is based on the weight of your products, your location and the shipping priority placed on the order. Before the final checkout page, you will be shown what the cost of shipping will be, and you will have a chance to not place your order if you decide not to.

Back Orders

If an item goes on back order we will ship you the part of your order that is in stock. When the item becomes available we will ship you the rest of your order. You will not be charged any additional shipping and handling for the second shipment.