

**Claims**

- Please inspect all orders for damage and/or errors upon receipt. For truck freight deliveries, please inspect packages at the time of delivery with the truck driver present and note any damages on the bill of lading. By signing the delivery receipt you are certifying that you have received your item(s) in good condition.
- You must notify Eckler's within five (5) days of the delivery date. No claims accepted after 5 days. Call Customer Service at (800) 327-4868 to report damage.

**Return Policies**

- Returns will not be accepted for the following reasons: Special orders, custom products, personalized items, electrical products, computer chips, exhaust products after installation, scanners, tools, books, videos, or CDs/DVDs, partial kits or sets, any parts with alterations or if the part(s) appear to be used in any manner. Partial kits will not be accepted.
- Except for the reasons listed above, part(s) may be returned within 60 days from the original ship date. A 25% restock fee will apply for all items returned after the 60 day original ship date. Returns past 1 year will not be accepted. (Note, members and wholesale customers may have extended return periods).
- Some items require a return authorization before they can be returned. These include fiberglass, sheet metal, transmissions, interior kits, exhaust systems and crate engines. These items will be clearly labeled on either the part or the packaging. Returns of these items without prior authorization will not be accepted.
- Parts must be returned in the original packaging. Shipping costs are your responsibility, please insure the parts you are returning.
- Refunds will be issued in the amount of the product's purchase price in the form of the original payment method. Allow up to three weeks from the date of shipment for processing refunds, credits, and exchanges.
- Parts purchased through our online Marketplace stores must follow their return procedures in order to receive a refund.

**Processing a Return:**

1. Complete this form and include it with the parts being returned. List the items being returned in the section below and include a brief description of why the item is being returned.
2. Check to see if any of the parts are labeled with a "Return Authorization Required" label. If they are, please call Customer Service at (800) 327-4868 to obtain the authorization.
3. Package the parts securely. Parts must be returned in their original packaging. Returned packages must be sent shipping charges prepaid. Outgoing or incoming shipping charges will NOT be refunded. COD packages will not be accepted. It is recommended that all returns be insured and shipped with a carrier providing a method of tracking in the event that your shipment is lost or damaged. Send the package to:

**Eckler's Returns**  
**7980 Grissom Pkwy**  
**Titusville, FL 32780**

Name (Please Print) \_\_\_\_\_ Customer Number (if known) \_\_\_\_\_

Street Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone Number \_\_\_\_\_ Email Address \_\_\_\_\_

Item No.	Order No.	Qty	Reason For Return

**Limited Warranty.** Eckler Industries, Inc. will not be responsible for any damage or loss caused by delays, failures, or other consequential damage, nor for labor, transportation, or any other charges incurred in the replacement or repair of a defective item. Eckler Industries, Inc. accepts no responsibility for any consequences resulting from installation on vehicles operating beyond U.S. speed limits. See website for other guarantees and warranties.

RETURN MAILING LABEL

Cut along dotted line and attach to outside of return package.

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