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Pacific Best Inc. (PBI) – RETURN POLICY

- 1) Return Authorization is required for all returned products at PBI. A Return Authorization Document Number can be acquired by calling or e-mailing PBI Customer Service personnel.
- 2) Returns are not accepted without a Return Authorization. Any returns without an official Return Authorization Document will be refused and credit will not be reimbursed.
- 3) All items have a 12-month warranty against manufacturer defects, unless customer selects options of taking warranty allowance. Items claimed as defective require photo documentation and VIN# (Vehicle Identification Number) sent to PBI's customer service staff. Warranty claims are voided if warranty labels have been removed or tampered with. The use of items for commercial or fleet use is not included in PBI's warranty program. Please refer to Pacific Best Inc. (PBI)'s warranty policy for additional information.
- 4) No returns are acceptable after 15 days from date of invoice. Claims must be made within 15 days from invoice date with original copy of receipt. Returned items are subject to restocking fees of 20% or more. Damaged items are not returnable.
- 5) Special ordered items are not returnable. Special ordered items will be noted on the invoice and delivery confirmation.
- 6) Items damaged due to misuse, mishandling or improper installation are not returnable. Items must be returned in original packaging and original condition. Items returned as damaged, altered, non-sellable conditions will be refused for returns and sent back as an RTC (Return to Customer), or subject to disposal if no response is received within 7 days after notice.
- 7) RTC (Return to Customer) items must be picked up within 7 days with 1-day prior notice or they must issue their own call tag. Freight will be at customer's expense. Item will be disposed after 7 days if no response is received within 7 days after notice.
- 8) Items claimed as defective will be reviewed by PBI's RMA Department and will be processed within 10 business days after the item is received by PBI's corporate office. If a returned item originally claimed to be defective is found to be a non-defect, further evidence of defect must be provided to process claim. Credits for false claims will be denied and subject to handling fees if customers want false claims to be retrieved.
- 9) Signing delivery confirmation affirms items are in good condition when received from PBI. After delivery confirmation is signed, PBI is released from responsibility for any damaged/missing items which are not returnable. Items which have been sanded, painted, altered, or returned without original packaging and labels are not returnable.
- 10) In no event will PBI be responsible for direct, indirect, incidental, consequential, punitive or special loss or damage of any kind, including but not limited to labor, paint, property damage, and personal injury as result of the use of its products.
- 11) Customer return rates are reviewed on a quarterly basis. Customers with higher than company average return rates are subject to higher restocking fees.