

Customer name*:

Customer number:

Email address*:

Phone number*:

Invoice number:

Item number:

Reason for return:

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I agree to the return policy, which is explained again below.

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I confirm that the products will be shipped fully cleaned (i.e., free of oil and/or grease). If not, I agree to pay a penalty of €180.

Return Policy

- A return request can be submitted by filling out the return request form within 30 days of the invoice date
- If the invoice is more than 30 days old, the RMA will not be processed (except for refund requests or warranty claims).
- Items that are not sent in conjunction with an RMA will not be processed
- If the original packaging is missing, an RMA will not be processed
- Specially ordered and/or electrical parts cannot be returned to us
- Parts must be free of grease and oil and returned to us in their original packaging
- “New” items may only be returned in clean, undamaged, original packaging.
- “New” parts must not show any signs of use
- Damage to the delivered products must be reported within 48 hours by submitting an RMA request or by email to sales@us-partscenter.com
- After 48 hours, no claims may be made for any damage to the delivered parts.
- Returned items must be received by us within 30 days of the RMA being issued