

# TERMS AND CONDITIONS

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## STORE POLICIES

Thank you for shopping with us. We appreciate your business! We want to make sure that you have a great and rewarding experience during shopping and after, while you are evaluating and enjoying the products you have purchased. As always, there are terms & conditions while purchasing with us. All customers are required to agree with our store policies, privacy policy & terms of use when placing an order. Thank you!

## GENERAL POLICIES

1. 9% Sales Tax will be added to your total amount if you are a resident of California. This is a law and cannot be avoided by both parties.
2. Payment must be approved and not "pending" for us to ship your item. You will receive a confirmation e-mail from the appropriate market when your payment goes through.
3. Once an order has been placed & payment has cleared, we CANNOT cancel an order, due to prompt shipping. Our orders are automatically sent straight to the stocking & shipping department, ready for pickup. Due to the nature of this process, we honor the 30-day return policy and you may return the package to us. We do suggest our customers to please research the item before buying and to be responsible buyers so an accidental order cannot be placed.
4. We reserve the right to hold shipments up to 3 days for any suspicious orders for payment verification.

\* We require signature upon delivery with orders over \$300.00 USD

## SHIPPING

1. We offer FREE SHIPPING to any "Physical Address" in the Continental US. We also offer Free Insurance up to \$100.00 USD.
2. If the order has been paid before 2pm PST, item(s) will be shipped the same business day.
3. All of our items are shipped via USPS, UPS, or FedEx with a tracking number, unless noted.
4. If we do not send you an e-mail and/or you do not see the tracking number on your order status, please contact us.
5. If the package is sent to an undeliverable address and/or the buyer has moved, the buyer must reimburse us for the shipping charges. If they want us to send it back to them, they will need to pay for both freight charges: Shipping to an undeliverable address and Shipping it back to them at the right address. These payments will be deducted from the refund if the buyer chooses a refund instead.
6. If you are a resident of Hawaii, Alaska, Rhode Island, Puerto Rico, Canada, Guam or any APO/FPO addresses -- please contact us BEFORE bidding/buying for the correct shipping quote. We will not ship your item unless you have paid the correct postage amount.
7. Any fees -- such as: Taxes, Duties, or Brokerage fees for items shipped outside the US is the buyer's full responsibility.
8. In case the item is not in stock at the time of the order and doesn't ship within the next business day, we will contact the buyer to resolve the issue.
9. We do not declare any other value other than the actual value of the item for international orders.

## **RETURN & REPLACEMENT POLICY**

We will accept returns for items within the 30 day period. The item may be replaced for the same item, store credit can be obtained, or a refund will be issued.

1. **ALL RETURNS ARE SUBJECT TO A 15% RESTOCKING FEE.** There are no exceptions.
2. Shipping Charges will not be refunded. Please note that only the price of the purchased item is refundable. Customers are responsible for any shipping or handling fees for the item to send back to us. Since we offer free shipping, the shipping cost will be deducted from the refund.
3. Damaged Item claims must be made within 7 days of delivery or the claim will be voided.
4. Returned/Exchanged items must be in original factory condition, include all: accessories, packaging materials, manuals, and warranty cards (if applicable, and must not be filled out).
5. All returns must include a copy of the original packing slip/invoice along with your order number.
6. If shipment is denied / refused by the recipient for any reason - buyer must pay for shipment from us to recipient, then from recipient back to us due to refusal of the package. Free shipping for items are paid by us on behalf of the customer and will be deducted from the refund.

**PLEASE NOTE: Denied package(s) has a carrier fee! (USPS, UPS, FedEx). The shipping amounts will be deducted from the refund. If the customer still wants the item, they are responsible for the shipping charges to send it back to them.**

7. We are not responsible for return shipping cost. Customer is responsible to ship the item back for us for returns. If there has been an error on our part, we will take responsibility for shipping cost in the event of an exchange.

## **HOW DO I RETURN AN ITEM?**

1. Email us to request for a Return Merchandise Authorization(RMA).
2. We cannot control defects but in case of any, we will take all efforts to resolve the issue in a timely manner. Please e-mail us to notify us of a damaged/defective item and request return instructions. Please have your Order Number ready.
3. Please include a copy of your invoice, and order number with a brief explanation for the return
4. We must be informed if the item is defective within 7 days upon delivery.
5. If a refund is requested, we will issue it within 1-3 business days once we receive the item(s) in question. Please allow your bank/credit card company 5-10 days to process the funds back to your account.
6. No refunds will be issued for returns without the original packaging, manuals and accessories.
7. We accept no responsibility for loss or damage items in return transit. It is the customer's responsibility to obtain a tracking # and insurance if needed (we cannot issue a refund for insurance). We must be notified by e-mail upon returning an item. Customer is responsible for ALL shipping charges.

## **CAR AUDIO / CAR PRODUCTS**

1. Car audio/parts that have been installed/opened cannot be returned for a refund. For defective items to be replaced, an invoice from an Authorized shop that performed the installation is required.
2. Car audio/parts can only be returned for a refund if the manufacturer seals are intact and the unit has not been opened.

## **EXCEPTIONS TO OUR STANDARD 30 DAY RETURN POLICY**

1. We cannot accept any returns that have physical/internal damage to the item. The item must have all manufacturer accessories/parts.
2. The serial number on the unit must match the serial number on the box, warranty card, and the serial number from our own unique ID internal system. If they do not match, we will not accept your return and is Disposed.
3. Any order received after our 30 day return period will be automatically DISPOSED. No refund or Replacement will be provided.
4. We have the right to cancel/refuse any order due to a typographical error. We are not responsible for any price/or product typographical errors.