

TERMS AND CONDITIONS

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. A 9% sales tax will be added to your total if you are a California resident. This is a legal requirement and cannot be waived by either party.
2. Payment must be fully approved (not pending) before we can ship your item. You will receive a confirmation email from the respective marketplace once your payment has been successfully processed.
3. Once an order is placed and payment has cleared, we are unable to cancel the order due to our prompt shipping process. Orders are automatically sent to our stocking and shipping department for immediate processing. As a result, we adhere to our 30-day return policy, and you may return the item to us if needed.

We encourage customers to thoroughly research products before making a purchase to help prevent accidental orders.

4. We reserve the right to hold shipments for up to 3 days for payment verification in the case of any suspicious orders.

****A signature upon delivery is required for orders over \$300.00 USD.**

SHIPPING

1. We offer FREE SHIPPING to any physical address within the Continental U.S. Additionally, we provide free insurance coverage up to \$100.00 USD.
2. If the order is paid before 2 PM PST, the item(s) will be shipped on the same business day.
3. All of our items are shipped with a tracking number via USPS or UPS, unless otherwise specified.

4. If you do not receive an email or see the tracking number in your order status, please contact us.

5. If a package is sent to an undeliverable address or the buyer has moved, the buyer will be responsible for reimbursing us for the shipping charges. If the buyer wishes for the package to be resent to the correct address, they will need to cover both the original shipping cost to the undeliverable address and the cost of shipping it to the correct address. These charges 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 have an APO/FPO address, please contact us **before** making a purchase to receive the correct shipping quote. We will not ship your item until the appropriate postage has been paid.

7. Any fees, including taxes, duties, or brokerage fees for items shipped outside the U.S., are the buyer's sole responsibility.

8. If the item is out of stock at the time of the order and cannot be shipped within the next business day, we will contact the buyer to resolve the issue.

9. For international orders, we declare only the actual value of the item and are not responsible for any paperwork required by customs once the item arrives at the destination country.

RETURN & REPLACEMENT POLICY

New Items: Returns are accepted for new items that are unused, unopened, and returned within 30 days.

Refurbished Items: Returns are accepted for refurbished items that are unused and unopened within the 30-day period. After 30 days, returns will only be considered for a replacement if the item is defective or malfunctions, provided the issue falls within our 90-day warranty period.

1. **ALL RETURNS ARE SUBJECT TO A 15% RESTOCKING FEE.** There are no exceptions.

2. Shipping charges are non-refundable. Please note that only the purchase price of the item is refundable. Customers are responsible for any shipping or handling fees when returning the item. As we offer free shipping, the original shipping cost will be deducted from the refund.

3. Claims for damaged items must be reported within 7 days of the delivery date.

4. Returned or exchanged items must be in their original factory condition, including all accessories, packaging materials, manuals, and warranty cards (if applicable and not filled out).

5. All returns must include a copy of the original packing slip or invoice, along with your order number.

6. If the recipient denies or refuses the shipment for any reason, the buyer will be responsible for the shipping costs both from us to the recipient and from the recipient back to us. Since we cover the cost of free shipping on behalf of the customer, the original shipping charges will be deducted from the refund.

PLEASE NOTE: Denied packages incur a carrier fee (USPS, UPS, FedEx). These shipping charges will be deducted from the refund. If the customer still wishes to receive the item, they will be responsible for the shipping costs to have it reshipped.

7. We are not responsible for the return shipping costs. The customer is responsible for shipping the item back to us for returns. However, if the return is due to an error on our part, we will cover the shipping costs for an exchange.

HOW DO I RETURN AN ITEM?

1. Please email us to request a Return Merchandise Authorization (RMA).

2. While we cannot control defects, we are committed to resolving any issues promptly. If you receive a damaged or defective item, please email us with your order number to notify us and request return instructions. We will make every effort to address the issue as quickly as possible.

3. Please include a copy of your invoice, your order number, and a brief explanation for the return.

4. You must inform us of any defects within 7 days of delivery.

5. If a refund is requested, we will process it within 1-3 business days after receiving the item(s). Please allow 5-10 business days for your bank or credit card company to process the refund and return the funds to your account.

6. Refunds will not be issued for returns that are missing the original packaging, manuals, or accessories.

7. We are not responsible for any lost or damaged items during return transit. It is the customer's responsibility to obtain a tracking number and purchase insurance if necessary (please note we cannot refund the cost of insurance). You must notify us by email before returning an item. The customer is responsible for all shipping charges.

CAR AUDIO/CAR PRODUCTS

1. Car audio and parts that have been installed or opened cannot be returned for a refund. To request a replacement for a defective item, an invoice from an authorized shop that performed the installation is required.
2. Car audio and parts can only be returned for a refund if the manufacturer's seals are intact and the unit has not been opened.

EXCEPTIONS TO OUR STANDARD 30 DAY RETURN POLICY

1. We cannot accept returns for items that have physical or internal damage. The item must include all manufacturer accessories and parts.
2. The serial number on the unit must match the serial number on the box, warranty card, and our internal ID system. If these numbers do not match, we will not accept the return, and the item will be disposed of.
3. Any order received after the 30-day return period will be automatically disposed of. No refunds or replacements will be issued.
4. We reserve the right to cancel or refuse any order due to a typographical error. We are not responsible for any pricing or product-related typographical errors.