



# SERVICE PRODUCT RETURN FORM

Thank you for your order! We are pleased to have you as a Geno's Garage customer and we hope that this shipment meets with your satisfaction. If there is any issue with your order or damage to your package, please contact us directly at (800) 755-1715 or (770) 886-2500.

### WARRANTY CLAIMS AND SHIPPING ERRORS

For all products we sell in our catalogs and on our website, we provide a one (1) year in-house warranty against defects in parts and workmanship. This warranty period begins on the date the item was shipped to you. (After this one-year period, any remaining warranty that may be covered by the manufacturer will take over and the customer will need to contact the manufacturer directly.) No product will be covered under this warranty in the event the item was improperly installed, used in racing or competition, or used in any manner other than normal usage.

Warranty returns and replacements require a **Return Merchandise Authorization (RMA)** number. Should a problem occur within the warranty period, contact us immediately at **770-886-2500**.

At Geno's Garage's discretion, we will replace the product with new or reconditioned product, correct the reported defect, or refund the purchase price of the product, as appropriate. Geno's Garage will not be responsible or liable for labor or incidental costs of any kind unless first approved by a Geno's Garage staff member in writing, in advance of any charge being incurred. In no event shall Geno's Garage's liability exceed the original cost of the goods.

### RETURNS

If you are not completely satisfied with your purchase you may return any **new or unused item** within 90 DAYS of the date your item was shipped for a full refund of the purchase price. Exchanges may be subject to shipping charges. (Note: If your product has been used or installed, please call us first for warranty assistance.)

Returns should be packed in the original, unmarked packaging and should include all accessories, hardware, manuals, and documentation that originally shipped with the product. Parts not returned in new, resaleable condition, and/or with missing and/or damaged original packaging will be subject to a 20% restocking fee or returned to you.

Any part which, in our opinion, shows evidence of being used or installed contrary to manufacturer's instructions, and/or subjected to improper handling, packaging, or shipping by the customer will not be eligible for exchange, refund, or warranty consideration.

Electrical parts, once installed, can *only* be returned for warranty consideration and thus require an RMA number before being sent back to us. You must call us first before sending the part back. Our technical staff will help to determine if a warranty claim is valid, and if so, where the used electrical part needs to be sent.

**You do not need to contact us before returning a new/unused product within the 90-day return period.**

**Simply complete this Product Return Form and include it with your returned items.**

**Providing us with this information is required and will help avoid delays in processing your refund.**

We strongly recommend that you arrange for appropriate insurance and electronic confirmation of delivery.

Please allow 10-14 days for us to fully process your return.

### ITEM(S) RETURNED:

- \_\_\_\_\_
- \_\_\_\_\_

### REASON FOR RETURN:

\_\_\_\_\_

*Return your package to:*  
**Geno's Garage**  
**Returns Department**  
**1150 Samples Industrial Drive**  
**Cumming, GA 30041**

### REQUESTED ACTION: (select one)

Please exchange for the following item(s):

- \_\_\_\_\_
- \_\_\_\_\_

Please replace with same item.  Please Refund.

### REFUND METHOD:

Credit to AMEX/Mastercard/VISA/Discover used to make purchase.  Refund to Paypal account used to make purchase.  Check

DATE: \_\_\_\_\_ ORDER # \_\_\_\_\_ TELEPHONE NUMBER: \_\_\_\_\_

PRINT NAME: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

SHIPPING ADDRESS: \_\_\_\_\_



If you need more assistance, we are only a phone call away.

# (770) 886-2500

Monday-Friday  
8:30am-5:30pm EST

**GENO'S GARAGE, INC.**  
1150 Samples Industrial Drive  
Cumming, Georgia 30041  
[www.genosgarage.com](http://www.genosgarage.com)