

**IMPORTANT DOCUMENT – DO NOT DISCARD - RETURN POLICY - PLEASE READ**

We have made every effort to ensure this package left Low and Mean Custom Accessories, Inc. (LOW AND MEAN) in good condition. Please unpack carefully and examine the contents completely for all hardware and/or small items. LOW AND MEAN guarantees all merchandise against defects in material and workmanship for a period of 1 year from date of invoice. All returns are subject to inspection by LOW AND MEAN for determination of credit, replacement or repair. Returns must have a Returned Merchandise Authorization (RMA) number. Contact LOW AND MEAN for the RMA number. The RMA number must be clearly marked on the outside of the box, along with the word "RETURN". Returns must be received within 45 days of the date the RMA number was issued. Any package shipped without an RMA number or received after 45 days will be refused. No credit will be issued for labor or any other cost incurred beyond the original cost of the part. LOW AND MEAN will not warranty any product that has been modified or misused.

**NOTE:** If the above instructions are not followed, LOW AND MEAN assumes no responsibility for the damaged goods.

**CHROME:** All chrome plating has a 90-day warranty from the date of invoice. As hard as we try, our chrome is not always perfect. Small flaws and/or marks in the chrome do not constitute a flawed product. If upon inspection you disagree, or if the chrome is very obviously flawed, give us a call. Be prepared to send the product back for inspection. Corrosion from salt spray in beach and snow areas is not covered under warranty. In the case of exhaust systems, bluing and yellowing discoloration is not a manufacturing defect and will not be covered under warranty.

We here at LOW AND MEAN are proud of the quality and craftsmanship of our product. We feel we have the highest standards in the industry and strive very hard to maintain them. If you feel you have a problem with our product, call us. LOW AND MEAN reserves the right to inspect all parts related to a warranty claim and refuse any warranty claim upon inspection of said parts. All freight is the responsibility of the customer and will not be reimbursed in the event of a warranty claim.

**RETURN MERCHANDISE FORM**

Occasionally there is a need for our customers to return merchandise. We will make every effort to ship replacement parts in a timely fashion, however, please be aware that delays may sometimes occur due to manufacturing schedules. Please also note that it is the customer's responsibility to inspect merchandise upon receipt, and notify us immediately in the case of manufacturer's defects.

**Warranty will be denied on certain defects if parts have been mishandled or installed.**

When returning merchandise:

1. Ensure your name, address, and RMA# are clearly written on the outside of the box.
2. **Note the damage.** Use a grease pencil, indelible marker and/or masking tape to mark directly onto the part where any defects or blemishes are occurring. Tell us how many problem areas the part has.
3. **Repackage appropriately for return shipping. Any returned items, warranty or otherwise, received damaged due to loose or improper packaging will be denied. NO EXCEPTIONS!**
4. Fill out form completely (missing information may result in a delay in processing), and sign and date form.

Customer Name/ Dealer Zip Code		Daytime Phone	Warranty subject to inspection of returned part. Denied warranties may be sent back at customer's expense. All freight is the responsibility of the customer and will not be reimbursed in the event of a warranty claim. Warranty replacements are returned via ground shipping at no charge. Expedited shipments will be at customer's expense. Processing time for credit is 4-6 weeks. Credit offered only if part purchased directly from LOW AND MEAN.
RMA #		Year/Make/Model	
Quantity	Part #	Description	Reason for Return

I have read and understand the above return policies and procedures

**Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**SHIP TO:** Low and Mean L.L.C. – 1990 McCulloch Blvd #D-176 Lake Havasu City, AZ 86403 Phone: 928-255-0230

INTERNAL USE ONLY	
<input type="checkbox"/> Return to Stock	Notes:
<input type="checkbox"/> Replacement Sent	
<input type="checkbox"/> Return for Credit	
<input type="checkbox"/> Damaged	