



## RETURN AND REFUND POLICY

Thanks for shopping with Reliable Automotive Equipment.

If you are not entirely satisfied with your purchase, we're here to help.

### **New Product Return:**

- You must contact us prior to returning any item. You can view our contact information at the bottom of the page.
- To be eligible for returning defective items, the product must be returned a week from the received date.
- The item must be returned in the same condition it was received.
- If a component of a product is defective, please return only that item.
- Whether to repair or replace an item returned to us is at our sole discretion.
- Consumable items are not refundable.
- When returning please use your original purchase order number as your return authorization.

### **All Stock Adjustments:**

- To receive credit or exchange on a product, the product must be in new condition.
- The original order number must be included for proper credit.
- All credits, payment discounts, and group incentives will be deducted from your return.
- Freight must be pre-paid before product can be returned.
- There will be a 20% restocking charge unless an order of equal or greater value is placed at the same time.
- Items must be returned within 30 days of receipt to qualify for a refund.
- We cannot accept any liability for goods lost or damaged in transit.

If you have any questions or concerns regarding our return policies, please contact us at [websales@rae1.com](mailto:websales@rae1.com).