

RETURNS

Shipping and handling fees are non-refundable. Call 973-850-9663 to request a Return Authorization (RA) within 30 days of delivery date. We cannot accept returned merchandise without a RA. You must return items within 15 days of receiving an RA# or it will be refused. Items must be returned in their original packaging, and in new unused condition. The items will be inspected for appropriate resale before credit is issued. Items shipped in the manufacturer product box with a shipping label stuck to it will not be accepted.

Returns will be issued as a refund minus 20% restocking fee to the original payment used on your order.

The following items are NOT returnable:

- Items that are used, missing tags or original packaging
- Close Out/Clearance Items

HOW DO I RETURN AN ITEM?

1. Call 973-850-9663 to request a Return Authorization (RA). We cannot accept returned merchandise without an RA. Please request your RA within 30 days of delivery date.
2. Write the RA # provided by customer service on the Box and Shipping Label or it will be refused.
3. We recommend you use a delivery service with a trackable, insured service such as FedEx, UPS, or USPS with Delivery Confirmation. Wheel Worx cannot accept responsibility for lost packages. Please keep the tracking details for your records. For your protection, purchase insurance for high value items.
4. Returns will be refused if you place a shipping label on the items retail display box. Example SKF Wheel Seal Kits must be in the original box and that box is to be placed in a brown shipping box.
5. Returns must be received within 15 days of the Return Authorization (RA) issue date.

SHIP AUTHORIZED RETURNS TO THE ADDRESS BELOW
PLEASE INCLUDE A COPY OF YOUR RECEIPT:

ATTN: RA # (number provided by customer service)

Wheel Worx

42 Stonehedge Drive

Stockholm, NJ 07460

WARRANTY CLAIMS

We will assist with all warranty issues. Any Wheel Worx products we will handle directly. Non Wheel Worx products are ultimately the responsibility of the manufacturer. We cannot be responsible for manufacturer policy and/or processing.

RESTOCKING FEE

A 20% restocking fee will be charged on all returns for refund, refused, incorrect address or cancelled orders. These fees apply unless the item is defective or damaged, you received the wrong item or the fee is prohibited by law.

Tags: return, exchange, policy, restock, policy