



IMMI Vehicle Improvement Products (IMMI VIP)

Returned Goods Policy - 10/19/2020

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To return unused material to IMMI VIP a RMA (Return Material Authorization) number must be obtained by the customer from our Quality Department prior to shipping material. An RMA number will be issued within 2 working days of receipt of your request to return goods by the Quality Department.

No RMA will be issued for discrepancies by the customer reported later than 10 days of receipt of goods. After this period, IMMI VIP reserves the right to impose a restocking fee. All returns must be received at the IMMI VIP facility no later than 30 days from the issuance of an RMA number.

All returned goods should be sent back in the **original packaging to prevent damage to the goods in transit**. The cost of the return, unless due to an error by IMMI VIP is the responsibility of the customer.

All Wrong Product Ordered returns will be subject to our restocking fee (see below). IMMI VIP will reimburse the customer for return shipping fees for Shipping Errors made by IMMI VIP.

IMMI VIP reserves the right to inspect all returned product for condition and wear and abuse. If the material is not in the condition it was originally sent out to the customer credit will not be issued.

If product is damaged in shipping to our customer, **customer must file a claim with the carrier**. Do not send the damaged good back to IMMI VIP without first contacting our Customer Service department or Quality Department.



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Please follow these steps when preparing to return material to IMMI VIP

1. Please obtain an RMA number from our Quality Department.
2. Please include packing slip with the following information:
 - Customer Sales Order Number
 - Customer name, address, telephone number and email address
 - A description for the reason for the return and supporting photo of the issue at hand along with date code sticker & Part Number located in the hub area
 - The RMA number assigned by our Quality Department
 - Returned product to IMMI VIP must be received at the IMMI VIP facility no later than 30 days after receipt of RMA number.
3. The package returned with the product must clearly show the RMA number on the outside of the package.

PLEASE NOTE THAT FAILURE TO FOLLOW THE ABOVE RULES WILL RESULT IN A DELAY OF PROPERLY PROCESSING YOUR RETURN. No RMA will be issued for new product kept for more than 60 days after shipment. Restocking Fee Schedule:

- Under 30 days, 30% of price of all returned items subject to approval.
- 31 days or greater, 35% of price of all returned items subject to approval.

Gary E. Santos | Quality Manager/CQ Lead Auditor
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