



# RETURN POLICY

**RETURN FRAUD IS ILLEGAL.** Attempting to switch a purchased item with a damaged or defective item and returning the item for refund is considered return (switch) fraud. Every purchased part has a permanent identifier to immediately confirm if a return is fraudulent.

Please read the following terms and conditions.

**Failure to sign and include this document with your return will delay or void the return guarantee.**

## 1.) 30 Day Guarantee

- a.) All unopened or unused items can be returned within 30 days for refund.
- b.) Opened and gently used items can be returned for refund if they do NOT have any signs of use.
- c.) Items damaged or missing from shipping or negligence will NOT be approved for return.
- d.) The cost of return shipping to the manufacturer is your responsibility and will not be reimbursed.
- e.) Follow the return procedure below to return items through the 30 day guarantee.

## 2.) Manufacturer Warranty

- a.) Items received damaged from the manufacturer are under warranty.
- b.) Items defective from the box and undamaged are under warranty.
- c.) Electrical items (receivers, capacitors, light kits, etc.) are under a 1 year warranty for defects.
- d.) Items damaged from misuse, accident, or modifications are NOT under warranty.
- e.) Contact customer service immediately for damaged or defective items or questions regarding the warranty.

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**Return Procedure**

**Step 1: Contact customer service for approval.**

Phone: 1-877-902-5588      or Email: service@tal-usa.com      (7:30am – 3:30pm Pacific Time)

**Step 2: Fill out and sign the section below.**

Phone: \_\_\_\_\_ Name: \_\_\_\_\_

Case or PO Number(s): \_\_\_\_\_

Part(s) Being Returned: \_\_\_\_\_

Reason for Return: \_\_\_\_\_

By signing this agreement you are acknowledging that you have read and understood the above terms and conditions.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Step 3: Carefully pack and mail item(s) with this document to the returns department address.**

Returns Department  
TAL International Inc.  
2919 E. Philadelphia St.  
Ontario, CA 91761  
USA

