

Company Policies

Hassle Free Returns

Products may be returned for a full refund, credit or exchange within 30 days of receipt. Products returned after 120 days can only be returned for store credit. All returns are subject to a 25% restocking fee after 30 days. Should you need to return a part for refund, exchange or credit, please contact our customer service department for a return authorization number and instructions. GROUND UP will not accept returned goods without prior authorization. Customer will pay freight on all return orders. Important: Gift certificates have no cash value and must be redeemed for merchandise only. Literature, CDs, videos, printed materials, stencil kits, stripe, electrical parts, gauges, wiring harnesses, switches, etc. are non-returnable. All special order products prepaid in full and are non-returnable. There is no guarantee on moving parts such as engines, transmissions, rear ends, steering gears, water pumps, distributors, wiper motors, etc. If any product is modified, altered, painted, installed or disassembled in any way, without express written permission, the item is non-returnable. This includes rims that have been mounted. GROUND UP always recommends professional installation on all products. Any item which has been altered, painted, installed or deemed non-resalable by GROUND UP will be returned to the customer at the customer's expense. GROUND UP is not responsible or liable for labor fees associated with the installation, removal, modification or repair of any product purchased regardless of the circumstances. GROUND UP is not responsible for any damage or discoloration incurred in relation to chemical products including cleaners, waxes, polishes, paints, etc. **All returns must be approved by a customer service representative. Returns MUST be accompanied by a RMA # which will be provided by a customer service representative.**

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Insurance

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APO/FPO

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