



# RETURN FORM

Phone: 203-235-1200  
Email: info@ss396.com  
2 Commerce Blvd, Palm Coast, FL 32164

Items must be inspected and any damages or shortages reported within 3 business days of receiving shipment.

To help us process your return, please fill out the information below in its entirety and include a copy in the package with the returned item(s). Allow 7-10 business days for the processing of a return; allow 4-6 weeks for inspecting and processing a core return.

### Customer Information:

Full Name: \_\_\_\_\_ Phone: \_\_\_\_\_ Email: \_\_\_\_\_

### Reason for Return (Fill in letter below)

1. Ordered incorrectly 2. Wrong item sent 3. Product mislabeled 4. Item not as described/pictured 5. No longer needed 6. Poor quality 7. Not like the original	8. Delivered too late 9. Changed mind 10. Wrong color 11. Duplicate shipment 12. Fitment issue 13. Core return 14. Other	<b>Additional Comments:</b> _____ _____ _____ _____
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### List the item(s) you are returning, including reason for return or exchange.

Order Number	Part Number	Qty	Reason Code	Request Type (Refund, Exchange or Credit)	Brief Explanation - Attach additional sheet if necessary. (If exchange, please provide requested part #.)

\*Exchange - In the event of a price variance or availability with the requested exchanged products, additional costs will be settled by the original payment method. Should any complications arise during this process, our team will promptly reach out to the customer for resolution.

### Enclose and Return

Enclose the return form and a copy of the invoice along with the merchandise packed in the original packaging & condition they were received in (You must include all items and packing materials). Send your packages via UPS or Insured mail to this address.	Ground Up Motors - ss396.com ATT: Returns Department 2 Commerce Blvd, Palm Coast, FL 32164
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**NO RETURNS ON CLEARANCE ITEMS OR INDIVIDUAL COMPONENTS CONTAINED IN KITS.**

At Ground Up Motors – SS396.com we understand mistakes happen, that's why we make all efforts to provide one of the easiest return policies in our industry. Products may be returned for a full refund, credit, or exchange within 30 days of receipt, provided that the product is in its original shipping condition and has not been modified, altered, painted, installed, or damaged. Products returned after 30 days can only be returned for exchange, store credit, or refund check. All returns after 30 days are subject to a 25% restocking fee. After 90 days, returned items are no longer accepted. The customer is responsible for shipping charges on returned merchandise unless otherwise indicated by Ground Up Motors – SS396.com.

### **How Do I Return An Item?**

As long as the product is not modified, altered, painted, installed, damaged, or disassembled from the original shipping condition you can send it back within 90 days of receipt. Please use the Return Form included in all shipments from Ground Up Motors – SS396.com or contact our Customer Support team for assistance.

All returns should be mailed back via Ground Services to the following address:

Ground Up Motors - SS396.com

ATT: Returns Dept.

2 Commerce Blvd

Palm Coast, FL 32164

### **Can I Return A Product That Was Purchased Over 30 Days Ago?**

Products can be returned after 30 days as long as the product is not modified, altered, painted, installed, damaged, or disassembled from the original shipping condition. Products returned after 30 days may only be eligible for store credit, exchange, or refund check. All returns are subject to a 25% restocking fee after 30 days.

### **How Do I Get A Return Label?**

The customer is responsible for paying freight on all returning packages unless an item is defective, damaged, or shipped incorrectly. Customers have 3 days per our policies to report any missing or damaged product(s). Please contact our

Customer Support team if you feel a return label should be provided for your return.

### **Are There Any Items That Are Non-Returnable?**

Yes, literature, CDs, videos, printed materials, stencil and stripe kits, electrical parts, gauges, wiring harnesses, switches, parts marked as clearance, and all special order and colored products are non-returnable.

If one of the items you are trying to return is listed below please contact Customer Support prior to sending item(s) back.

- Colored Products
- Special Order Items (Not sure? Call our Support Team to find out)
- Tires & Wheels
- Paint
- Electrical Products
- Stencils and/or Stripe Kits

### **How Long Do Refunds & Exchanges Take To Process?**

**Refunds** are only processed after the returning items have been delivered to Ground Up Motors and inspected by our Returns & Exchanges Department. After processing your return we will initiate the refund process. Please note that once the refund process has been initiated the time for your funds to be available depends solely on your financial institution. If there are any issues with processing your refund our Customer Service team will contact you directly.

**Exchanges** are only processed after the returning items have been delivered to Ground Up Motors and inspected by our Returns & Exchanges Department. In the event of a price variance or availability with the requested exchanged products, additional costs will be settled by the original payment method. Should any complications arise during this process, our team will promptly reach out to the customer for resolution.

### **Additional Return Policies:**

Ground Up Motors – SS396.com always recommends professional installation on all our products. Any item which has been altered, painted, installed, or deemed non-resalable by Ground Up Motors – SS396.com. will be returned to the customer at the customer's expense. Ground Up Motors – SS396.com 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 Motors – SS396.com is not responsible for any damages or discoloration incurred in relation to chemical products including cleaners, waxes, polishes, paints, etc.

### **Shipment Refusals**

In the event of a refused delivery, please note that a restocking fee of 25% will be applied, along with applicable return shipping charges, unless the refusal was due to damage that occurred during shipping (Refer to our [Damage Claim Policy on ss396.com](#)).

### **Tips For Returning Packages**

- All items must be returned in the original product packaging to avoid a re-packaging fee.
- Any products sent back 30 days after the original delivery date will be subject to a 25% restocking fee without notice.
- Properly package the item(s) being returned to avoid any shipping issues, we recommend taking a picture of the product before packing. Damages in shipment will be at the returner's expense.
- We recommend that you use a traceable Ground Shipping Service(e.g. UPS or the U.S. Postal Service-insured mail), so you can track your shipment back to us for a truly flawless return.