

# LVA RETURN POLICY

LVA only accepts returns on damaged items or items sent by mistake on behalf of our team. All other returns will NOT be accepted.

Returns will only be accepted within 10 days from the date of purchase. LVA reserves the right to refuse any package returned to us without authorization. Returns will be processed within ten (10) business days of LVA receiving the package (not including weekends, holidays, and the day the package is delivered). Refunds will be issued back to the original form of payment. If the original form of payment is no longer valid, the refund will be issued in the form of store credit applied to use on future LVA purchases. Store credit is not redeemable for cash.

LVA will not accept any returns caused by customer-error/confusion. This includes, but is not limited to ordering the wrong product or attempting to install an LVA product on an incorrect bumper, spoiler, etc.

Customers are responsible for all return shipping charges (deducted from refunded amount) unless they receive an incorrect (we shipped the wrong product) or defective item.

When shipping an item back to us, return shipping will be paid for by the customer. ALL returned items must be shipped back in the original packaging to prevent damage. All returns are subject to a **25%** restocking fee. Therefore, the amount refunded will be the total purchase price, less **25%** and all shipping fees.

**We will not accept a return of an item that is damaged or defective if it has been used/installed.**

**Please inspect all orders as soon as you receive them.**

## DAMAGED PRODUCTS

We try our best to prevent damage to all packages during transit by packing each order carefully. From time to time, damage will occur despite our greatest precautions.

If the product is damaged during shipment, LVA will replace the product at no charge. Lead time for replacements is 1-3 business days. We do not offer expedited shipping for replacements.

In the event of a product being damaged during shipping, we do **not** require that the damaged product be sent back to us.

**Please keep ALL components from the original shipment. This includes Splitter Hardware, Support Rods, Side Fins, Side Fin Hardware, and LVA Decals. LVA will not replace those items, only the splitter itself will be sent.**

We will request detailed photos of the damaged product and packaging to further assist with the completion of the claim. Necessary photos include (but not limited to) address label, damaged box and damaged product. We require images showing the entire damaged product from end to end as well as close ups of specific damage. Please work with our support staff in the event additional photos are requested.

Do not attempt to install a damaged item as this will void any claim or replacement.

If you receive an item that has been damaged in shipping, please email **damages@liquivynl.com** within 72 hours of receipt and we will set up a UPS claim for the damaged product. Include your order number and damage photos in the email. Please note LVA support staff works normal business hours Monday through Friday excluding holidays. When contacting a LVA support staff team member on a weekend your email will be answered during business hours on Monday.

Occasionally, UPS will reach out to you for additional evidence, and/or an inspection of the damaged product. Please work with them, as this will expedite the claim process.

## **INTERNATIONAL ORDERS**

For international orders shipping outside of the United States, PR, GU, VI, APO/FPO – All sales are final for international orders and no returns are allowed.

International Shipping Charges are NOT refundable under ANY circumstance. ALL International Shipping Charges are FINAL.

## **CANCELLATIONS & EXCHANGES**

If your order has not yet been marked fulfilled, you may request the order to be cancelled with a **20%** cancellation fee.

If your order has been prepared for shipment, but has not yet left the building, the cancellation will be subject to a **25%** restocking fee.

If your order has been picked up by UPS and is in transit, we will not process a cancelation.

We do not accept exchanges under any circumstances.

## **REFUSAL OF DELIVERY**

Please do NOT refuse delivery under any circumstance. If there are any issues with the condition of your package or order, please email us at [damages@liquivinyl.com](mailto:damages@liquivinyl.com). We are not responsible for any packages lost or damaged in shipment via refusal.

Products (including packaging) must be returned in a new, resellable condition.

If we sent you a different product from the one you ordered, or a defective item, please contact us using the information above within 30 days from purchase date. We will replace the product and process your return at no charge. If for any other reason you need to return an item, you are responsible for all return shipping charges, as stated above. Please check all merchandise for damage or defects when you receive your order, **before the item is used or installed**.

## **DEFECTIVE PRODUCTS**

For orders shipping to the United States, PR, GU, VI, APO/FPO, or Canada, If you receive a defective product please contact us within our 30-day return policy period, and we will process your return free of shipping charges. Contact us to process your return.

LVA is not responsible for any labor costs which occur as the result of the installation of wrong or defective parts.

## **UNAUTHORIZED RETURNS**

If you return a product without first contacting [support@liquivinyl.com](mailto:support@liquivinyl.com) for a Return Authorization, the return will take up to 3 weeks to be processed and you will be charged a **25%** restocking fee.

If your unauthorized return has not been processed within 3 weeks, please send an email to [shipmentreturns@liquivinyl.com](mailto:shipmentreturns@liquivinyl.com)

## **UNDELIVERABLE SHIPMENTS**

Packages will be returned back to us by the carrier if they cannot be delivered due to incomplete or incorrect addresses. All packages returned to us for this reason can take up to 3 weeks to be processed.

If a shipment is returned to us due to an incorrect/undeliverable address entered by a customer, the customer will be charged for any additional shipping costs.

For international orders shipping outside of the United States, PR, GU, VI, APO/FPO – The return shipping costs of any refused or undeliverable shipment(s) outside of the United States may be deducted from any refund at LVA's sole discretion.

## **ADDRESS CHANGES**

If you need to change the address on an order that has already been shipped via UPS, please email [customersupport@liquivinyl.com](mailto:customersupport@liquivinyl.com) immediately.

There will be a fee of **\$25** per package to reroute the order while in transit. Orders shipped via USPS cannot be changed while in transit.

For international orders shipping outside of the United States, PR, GU, VI, APO/FPO – At this time, you may not make any changes or modifications to your order once it has been placed. Additionally, you may not cancel your order once it is placed.

*LVA reserves the right to change or amend the return policy and procedures at any time without notification.*

*Last Updated: July 19, 2022 @ 1:15 P.M. EST*