



## SHIPPING POLICY / CLAIMS

- TOTAL CHAOS Fabrication Inc. is not liable for any damages or losses incurred during shipping. If a package is damaged during shipping, notify the shipping carrier or driver immediately before opening the package to start a claim. Failure to contact the shipping company can result in the loss of a claim. TOTAL CHAOS Fabrication Inc. is not responsible for missing items lost during shipment. The original purchaser must contact TCF Inc. within 30 days of the items receipt if the customer deems the package is missing components. Provide photographs of the items received and the box with labels to expedite the process.
- Orders over \$300.00 require a delivery confirmation signature.
- Orders will be shipped within 3-4 business days if the items are available and in stock. You will be contacted by a sales representative if items are out of stock.
- TOTAL CHAOS Fabrication Inc. is not responsible for shipping carrier delays caused by strikes, work stoppages, terrorist acts, weather, natural disasters and Force Majeure.

## ORDERS

- Please allow 3-4 business days to process your order.
- TOTAL CHAOS Fabrication Inc. is CLOSED Friday – Saturday – Sunday.
- Orders placed on the weekend will be processed the following business day for in stock items.

## CANCELED ORDERS

- Online orders require you to contact 951-737-9682 to cancel your order.
- PayPal canceled online orders within the first 24 hours – Returned / Refunded orders processed via PayPal can be charged any PayPal fees we are billed immediately after the order is placed. Customers may not be refunded the PayPal fees we have incurred if your order is canceled.
- Credit Card canceled online orders within the first 24 hours – Returned / Refunded orders processed via Credit Card can be charged any Credit Card fees we are billed immediately after the order is placed. Customers may not be refunded the Credit Card fees we have incurred if your order is canceled.
- Canceled orders that have not shipped will be charged any processing fees incurred by the TOTAL CHAOS Fabrication Inc. Up to a 7% processing fee can apply to the total values of your order, including shipping costs. These charges may not be refunded.
- Canceled orders can take 7-10 business days to receive a refund.
- Returned orders will be applied up to a 20% re-stocking fee.

## RETURNS & EXCHANGE POLICY - SUSPENSION SYSTEMS AND ACCESSORIES

If you are not 100% satisfied with your purchase, you can return your parts within thirty (30) days from the date of an original invoice. Contact [info@chaosfab.com](mailto:info@chaosfab.com) and obtain a Return Authorization (RA) number or call 1-951-737-9682.

- Returns and exchanges will require the original copy of your invoice to be provided. All returns and exchanges must be accompanied by an issued RA number.
- **A 20% restocking fee will apply** to all suspension systems and accessories returns. Please allow up to 72 hours to process your return credit.
- Parts must be new, un-installed, undamaged, and returned in its original packaging with adequate packaging material stuffed in the box to prevent damage during return transport. Additional fees may apply if the parts are damaged during return transport. Re-coating, re-packaging and lost items fees will not be refunded.
- Return refunds will be issued the same method as the billing was processed.
- There are no returns or exchanges on special ordered items.

When shipping your return, please take into consideration the value of the item(s) you are returning. We recommend adding insurance to all return packages. TC is not responsible for any lost items or damages that may occur during return transport.

**CONTINUED ON NEXT PAGE...**



## RETURNS & EXCHANGE POLICY - SUSPENSION SYSTEMS AND ACCESSORIES (CONTINUED)

Send returns via your carrier of choice to: Attn: RETURNS  
TOTAL CHAOS Fabrication Inc.  
159 North Maple Street Unit #J  
Corona, CA 92878

1. Any returns / exchange fees that apply are not covered by TOTAL CHAOS Fabrication Inc.
2. We recommend that you choose a return shipping method that provides tracking capability. Please keep a record of your shipment until you have received credit. Credits can take 7-10 business days to process once items have been received and inspected.
3. TCF Inc. recommends all returned packages be shipped with loss / replacement insurance paid for by the customer.
4. TOTAL CHAOS Fabrication Inc. is not liable for any lost or damaged goods being returned / exchanged.

## PAYMENT & FRAUD PROTECTION

- Please make sure your billing and shipping address is current with your Credit Card Company or bank prior to placing your order. Non matching billing and shipping addresses will be declined. This will cause delays in processing your order.
- Orders over \$300.00 may require an e-mail confirmation for fraud protection.
- Orders may not ship to an address that does not match the credit card billing address in its entirety.

## WARRANTY

TOTAL CHAOS Fabrication Inc. products are warranted to be free from defects in workmanship and materials. This warranty is extended to the original purchaser only and does not apply to wear items or components, and if damages are caused through abuse, negligence, improper repairs, inadequate fit, modifications and alterations or if used other than the manner it was designed or intended. TOTAL CHAOS Fabrication Inc. makes no other express warranties or guarantees. Products will only be warranted within 30 days of original purchase date and must be accompanied with the original purchase receipt.

If you suspect that the TOTAL CHAOS Fabrication Inc. product contains a defect, contact TOTAL CHAOS Fabrication Inc. Monday-Thursday 7:00am - 5:30pm at 1-951-737-9682. Any purchase from an unauthorized vendor voids any expressed or implied warranty.

## APPAREL & MERCH

All apparel and merch sales are final.

## PRIVACY POLICY & PERSONAL DATA

TOTAL CHAOS Fabrication Inc. will not collect any personally-identifiable information about you e.g., your name, address, telephone number or e-mail address ("personal data") through our websites unless you have provided it to us voluntarily. If you do not want your personal data collected, please do not submit it to us.

When you do provide us with personal data, we may use that information in the following ways, unless stated otherwise: we may store and process that information to better understand your needs and how we can improve our products and services; we (or a fulfillment house or other third party on our behalf in connection with a promotion) may use that information to contact you; and/or we may provide other third parties with aggregate - but not individual - information about visitors to or users of our sites. We do not now and do not ever intend to sell, rent or market personal data about you to third parties.