

# Ehubcap.com Return Policy

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Last updated on October 20, 2013

## *Hubcaps, Center Caps and Accessories Return Procedure*

BY USING OUR WEBSITE SERVICES, YOU AGREE TO THE TERMS AND CONDITIONS OF THIS POLICY, HOWEVER, IF YOU DO NOT AGREE OR DON'T UNDERSTAND SOME, OR ALL OF ITS PROVISIONS, PLEASE CALL US (503-203-2991) FOR FURTHER CLARIFICATIONS, OR DO NOT PROCEED TO USE THE SERVICES OFFERED BY OUR WEBSITE.

### ► 1. RETURN FOR A REFUND

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- We strongly encourage our customers to place orders from our website only when have a fully understanding that the described specifications of the potentially purchase parts or items, will fit or apply appropriately to the intended vehicle or application considered for. In case of doubt or lack of understanding, calling us at 503-203-2991 for support, may be the best decision to take
  - Approved returns are eligible for refund once received in our ehucap shipping dept. and inspected by our staff. Refunds, once approved, are issued for the amount of the purchase less any incurred shipping fees (outbound or inbound) and any applicable restocking or handling fees.
  - Parts purchased from our website ehucap.com are eligible for return within **7 days** of the delivered date recorded by the carrier. Contact our Customer Service Department at 503-203-2991 to notify of an item return intention or email us at [support@ehucap.com](mailto:support@ehucap.com).
  - All items must be returned in new, un-used condition as specified on the sales receipt, contain original packaging or one of the standard issued by the carriers as well as any documentation hardware and accessories.
  - Broken or damaged parts by customer action are not eligible for a return
  - ON RETURN FOR A REFUND a **19 %** restocking fees will be collected for product or parts ordered and specifically marked as (Used, Used Refurbished or Used Reconditioned)
  - ON RETURN FOR A REFUND **23 %** restocking fees will be collected for product ordered and specifically marked as (New Stock, New, New Only if is returned in the same package and without being installed)
  - No returns after the elapsed time will be accepted. Any ineligible returns received past the established 7-calender days or more will be returned (at customer's expense)
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### ► 2. RETURN FOR AN EXCHANGE

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- ON RETURN FOR AN EXCHANGE, an 8% restocking fees will be collected. Customers will pay for the expenses (repackage and postage) incurred on resending the correct part to his chosen destination
- ON RETURN FOR AN EXCHANGE, ehucap.com will refund the postage money a customer spent on sending the items or parts back to us if such items were erroneously shipped by our shipping department. On that event we will resend the correct part at no additional cost to the customer

### ► 3. SHIPPING AND HANDLING FEES

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- Shipping and Handling fees are non-refundable, inbound and outbound.
  - Shipping fees that fall under the "Free Shipping" promotion are non-refundable
  - Eligibility for Free Shipping is valid only when the product purchased under the promotion is retained by the Customer.
  - If an item purchased under the free shipping promotion is returned, a calculated shipping fess will deducted from the refund price
  - Certain merchandise such as special orders and or custom ordered parts, etc. may be non-refundable and not
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#### ► 4. DAMAGED ITEMS OR PARTS BY THE SHIPPING CARRIER

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- Ehubcap.com does not reimburse for any damaged incurred during the shipping of a product.
- The Customer should do a visual inspection upon the package arrival, for sign of crushing or other damage before accepting it
- If a delivered package contains damaged parts due to the shipping and delivery process the customer should fill a consequent claim with the appropriate shipping carrier, also should call us at 503-203-2991 for help or more info

#### ► 5. OTHER PROVISIONS

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- Certain merchandise such as special orders and or custom ordered parts, etc. may be non-refundable and not eligible for return.
- ON RETURN FOR INCORRECT ADDRESS submitted by a customer, shipping expenses incurred by the Store will be collected if a wrong address is supplied and the product has to be resent to the customer chosen new destination
- CONSIDERATIONS: If a returned merchandise is eligible for a refund, we will issue a credit or to the same credit card used for purchase. If the order was paid by money order, we will mail you a refund money order for the calculated amount specified by the return policy

#### ► 6. GENERAL PROVISIONS

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By accessing the Website, You have agreed to the terms set out in this Policy. This Policy should be at all times read along with the Terms of Use of the Website.

#### ► 7. CONTACT

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For any query or assistance, feel free to Contact Us with subject line-[About Ehubcap.com Return Policy].