



## Return Policy

Here at Cipher Auto, Inc we strive to bring satisfaction to every one of our customers by standing by our product and insuring that our staff is inspecting and packaging our products to our highest standard. Even though we inspect most if not all our products before they leave the warehouse, we ask that you follow our procedures to deal with returns of any kind.

### PRODUCT(S) ACCEPTANCE

#### FedEx and Drop-Ship Order(s)

- Customer must inspect package to insure that there is no damage to the product due to shipping before signing for product.
- Any shipping damage claim must be made within 3 days of product acceptance.
- Warranty claims must be made within 30 days of receiving the product.

#### Will Call Order(s)

- Customer or the driver must inspect the product for any damage, defects or missing parts.
- Once the invoice is signed and paid for, all products will be assumed to be in good condition.
- Warranty claims must be made within 30 days of invoice date.

### Return Procedure

- Please contact a Cipher Auto, Inc. sales rep with your invoice number.
- Do not send package back until you have received a RMA number.
- Write the RMA number clearly on the package and place a copy of the original invoice in the package.

We will not accept any returns without an authorized RMA number. Warranty claims will be denied if the damage is caused by the customer's abuse, negligence or mishandling. Any return that has signs of being installed, modified, mounting, scratched, disassembled and damaged due to improper installation will be denied. By signing this form I accept all return and warranty terms stated by Cipher Auto, Inc. Please contact us with any other inquiries.

Print Name	
Signature	
Title	
Date	

**CIPHER AUTO, INC.**

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