



JASPER INNOVATIVE SOLUTIONS

Standard Return Policy and Procedure

- All products being returned must be in their original condition, include all components, cannot be disassembled, mounted or damaged due to incorrect installation, etc., and originally purchased from Jasper Innovative Solutions. Returns missing components will not be credited.
- You must receive a Returned Goods Authorization Number (RG) before ANY return is shipped back to Jasper Innovative Solutions, this includes Cores. Orders without an RG may be assessed a \$20.00 flat fee to cover return shipping and extra labor charges, which will be deducted from any credit that you may receive. You can receive an RG by contacting our Customer Service Agents by email customerservice@jasperis.com, by phone at (800) 752-1700 or by utilizing the VMF Client Online Application.
- Once we receive the product or core, we inspect it at the warehouse, then we forward it to the manufacturer for approval. The manufacturer will then approve the return. Once the return has been approved and processed, the refund will be credited to the customer's account.
- Special Orders that are returned within 30 days of purchase will not be charged a restocking fee. Products decrease in value over time. Therefore, new returns after 30 days will be charged a 25% restocking fee. New returns made over 90 days of purchase will be charged a 40% restocking fee. These Special Order returns must include the original order and delivery ticket number.
- Special orders may also be subject to additional charges, pending the vendor's return policy and/ or any additional stocking fees. These will be assessed on a case by case basis.
- After 365 days, returns for Special Orders will not be accepted. However, Jasper Innovative Solutions may utilize our Buy-Back option. So find out if your parts would qualify for this option, contact our Customer Service Agents by email customerservice@jasperis.com or by phone at (800) 752-1700.
- Jasper Innovative Solutions reserves the right to charge a restocking fee or refuse any parts that show evidence of being used or installed contrary to manufacturer's instructions, subjected to improper handling, packaging, or shipping by the customer.
- Under NO circumstances will our liability exceed the amount of the original sale.
- If you do not receive a credit after 90 days of the return being received at our warehouse, please contact our Customer Service Agents by email customerservice@jasperis.com or by phone at (800) 752-1700 and someone will respond to you immediately.

Warranty Policy

- To return a product to Jasper Innovative Solutions, first drain all fluids, if any, from the product. If fluids are not completely drained, a \$50.00 fee may be deducted from any potential credits that you may receive.
- Product catalog data is supplied by the manufacturer and Jasper Innovative Solutions makes no guarantee as to the accuracy of the parts lookup process. It is the customer/installer's responsibility to verify correctness of all parts prior to installation.
- Product purchased at Jasper Innovative Solutions (JIS) is backed by the product's manufacturer's warranty first and foremost. Product that is deemed defective by either the manufacturer or JIS will be eligible for repair or replacement at our sole discretion. JIS will assist the customer whenever possible in order to reach a level of satisfaction with the manufacturers policies.
- All items must be in their original condition and must not be damaged due to abuse, misuse, improper repairs or maintenance, improper installation, alteration, or modification. Indication of any of the above will result in the product not being covered by the warranty. The warranty is limited only to the original purchaser and is non-transferable.

Defective Return Policy

- To return a product to Jasper Innovative Solutions, first drain all fluids, if any, from the product. If fluids are not completely drained, a \$50.00 fee may be deducted from any potential credits that you may receive.
- Defective returns will be accepted for exchange or repair, at our discretion. The manufacturer and/or Jasper Innovative Solutions will inspect the item and provide a replacement or issue a refund. No refunds or credit will be granted after the terms of the manufacturer's warranty apply.
- In some cases, a product must be diagnosed "defective" by a member of the Technical Support Staff at the manufacturer before a replacement product can be sent.
- If the product is not found to be defective by either the manufacturer or our warehouse, shipping fees may apply, a restocking fee added, and/or a partial refund may be issued.

Installation

- Jasper Innovative Solutions does not assume any responsibility for labor involved in installation of any merchandise, towing expenses, additional repair expenses or rental car expenses caused by the use of wrong or defective parts during installation, outside of any stated manufacturer warranty.
- We will, as a courtesy to our customers, forward information to a manufacturer for consideration. All claims are left to the sole discretion of the manufacturer.

Core Return Policy

- To return a product to Jasper Innovative Solutions, first drain all fluids, if any, from the product. If fluids are not completely drained, a \$50.00 fee may be deducted from any potential credits that you may receive.
- All core returns must be returned in the box in which the new product was shipped. Any cores not returned in the original manufacturer's box, may not receive any credit either from Jasper Innovative Solutions or the manufacturer.

Shipped-In-Error or Damaged Product Policy

- Upon receiving your order, inspect all packages thoroughly for missing, damaged, or incorrect parts. Our warehouses put forth every effort to prevent shipping damage, however, it does occur occasionally. If you receive a damaged part, please note the damage in the NOTES field when receiving your order and contact our Customer Service Team immediately.
- We are not responsible for missing, damaged, or incorrect parts after 30 business days, regardless of the party at fault. We are also not responsible for lost or stolen packages, when shipped in any other fashion than JASPER Truck, and all claims for such must be processed through the shipping company by the customer.
- Products that are returned by the customer and not packaged properly, resulting in damage to the product, may not receive any credit either from Jasper Innovative Solutions or the manufacturer. (i.e. doors, windshields, panels, etc.)

Unauthorized Returns

- An unauthorized return is defined as any package returned to Jasper Innovative Solutions without a proper Returned Goods Authorization Number (RG).
- Products returned to the warehouse without contacting Jasper Innovative Solutions to obtain a proper Returned Goods Authorization Number (RG) or creating an RG through the VMF Client Online Application, may be assessed a \$20.00 flat fee to cover return shipping and extra labor charges.
- Jasper Innovative Solutions reserves the right to refuse the package and return it to the sender. Unauthorized returns may be returned to the customer at their expense.

How to Return an Item

1. You can receive an RG by contacting our Customer Service Agents at (800) 752-1700 or by utilizing the VMF Client Online Application.
2. Contact our Customer Service Agents at (800) 752-1700 to schedule a pick-up utilizing our JASPER Distribution Branches.

NOTE: If you choose not to use our JASPER Trucks, the return shipping will be at the customer's expense. Jasper Innovative Solutions also recommends using a carrier that provides package tracking to ensure your product gets back to our warehouse safely and quickly.

NOTE: Our liability does not cover lost or stolen packages mailed back by the customer containing the parts being claimed under warranty. Because the customer is the shipper, he/she is the only one who can file any lost claim with the shipping company. Therefore, the claim must be coordinated and processed through the shipping company by the customer.

3. When multiple items are being returned at the same time please help us by ensuring that proper return documentation is attached to each box.
4. The item must be packaged and available for pick up in the same manner as it was delivered

Order Policy

All orders must be received before 2:00 PM Eastern Time (11:00 AM Pacific Time) Mondays to Fridays to be processed the same business day. Orders received after 2:00 PM Eastern Time until 6:00 PM Eastern Time (3:00 PM Pacific Time) Monday through Friday will be processed the next business day.

No Overnight or 2-Day deliveries on Saturdays, Sundays and Holidays. If you place your order for Overnight and 2-Day delivery on a weekend or a holiday, please be aware that the shipping cycle for these orders starts on the next available business day.