

POLICY

SUBJECT: CANCELLATION, RETURN, AND CREDIT POLICIES

FPE-2018-25
November, 2018
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Fleece Performance Engineering wants our customers to buy with confidence. We stand behind our products and are confident they will provide the results we promote. We also understand that there are circumstances that would require a product to be returned.

CANCELLED ORDERS:

For all orders processed on credit card or PayPal that are cancelled prior to shipment, a 5% cancellation fee will be applied to cover the processor fees on your order associated with the purchase and refund.

NON-DEFECTIVE / NON-DAMAGED PRODUCT RETURN:

For the return of a product that is new and un-used in its original packaging, is not defective or damaged, a re-stocking fee will be assessed as follows:

- 15% re-stocking fee for returns made within 90 days of purchase
- 30% re-stocking fee for returns made within 91 – 180 days of purchase
- No returns will be accepted for product beyond 180 days of purchase

The customer is responsible for all shipping costs incurred to return products. The original shipping cost and any insurance or signature required charges are non-refundable. Any damages discovered during the inspection of the returned product will be deducted from the refund or credit to the customer automatically.

DEFECTIVE PRODUCT RETURN:

If a product is being returned under the Fleece Performance Limited Warranty, follow the instructions in the Limited Product [Warranty](#) and RMA return instructions.

DAMAGED PRODUCT RETURN:

Fleece Performance ships via UPS and USPS. If a product appears to have been damaged in shipping, refuse the package and contact Fleece Performance to inform us of the damages so we can rectify the situation in a timely manner. If the package is accepted and damages occurred, it is the responsibility of the recipient to file a claim with UPS or the USPS.

SHIPPING ADDRESS FOR ALL RETURNS:

Fleece Performance Engineering
Attn: Product Returns
2400 Commerce Way
Pittsboro, IN 46167

RETAIL CREDIT:

In certain cases, a credit may be applied to your account in lieu of a refund. If a credit is provided, this credit will be valid for a period of 12 months from the date of issuance after which it will expire.

If you have any questions regarding our return policy, please call our office at 317-286-3573