



RETURN POLICY

At Connect2Car Inc., we are committed to providing the best customer satisfaction possible. We will gladly refund or replace any defective item and most non-defective items. Within 30 days of receipt of your order. After 30 days, all products are covered by Connect2Car's standard warranty policy.

Products returned must be received in the original purchase condition, with all manuals, accessories and the Connect2Car sales receipt within 30 days of purchase. They must not be disassembled. Returned orders with items used or missing will either be refused or the retail value will be deducted from the credit.

Return for credit processing is between 2-4 weeks from the time Connect2Car receives the product. No returns will be accepted without prior authorization. Returns Merchandise Authorization (RMA) number must accompany all Connect2Car returns. To request your RMA #, please write to us at Support@Connect2Car.com. Please also include the **Order number** and **Reason for return** (credit or replacement).

Once we have received your return, conducted an inspection of the return, and verified that your return meets the above guidelines, a refund will be issued. All applicable sales taxes will be refunded. The original Shipping & Handling is non-refundable. A 15% restocking fee is applicable on all opened returns. Connect2Car is not responsible for items incorrectly shipped to Connect2Car Inc for returns. Items not purchased from Connect2Car Inc. will not be accepted.

Replacement: You **MUST** return the item(s) to Connect2Car Inc, first before replacement part(s) will be sent. No returns after 30 days.

Shipping Damage If your product has been damaged in shipment, please contact us within 48 hours after receiving the product for shipping damage processing. Someone will contact you via phone or email with further instructions on filing the claim.