

Hotchkis Performance Shipping & Return Policy

Shipping and Freight Charges:

Freight - Freight is charged at standard UPS rates plus handling.

The shipping costs shown in the shopping cart are estimates only, and may vary slightly when actual order is weighed and processed.

Process Time and Delivery:

All orders placed before 11am Pacific Standard Time (PST) shall ship the next business day provided the part is in stock. Orders placed for parts in stock after 11am (PST) ship the following business day.

All orders placed after 11am Pacific Standard Time (PST) will be considered placed the following business day.

Please contact the Sales department for estimated ship times of items not currently in stock.

Hotchkis Performance Sales Department Hours of Operation:

Monday - Friday 8:00am - 5:00pm PST

1-562-907-7757 Option 1

Tracking:

All orders will receive a tracking number shipped via UPS. This information will be sent to the email address supplied to Hotchkis Performance by the customer at the time of the order. It will be emailed the day the order is shipped but only if a customer email is provided. To track your order, please go to: <http://www.UPS.com> and click on the Tracking tab.

Return/Exchange Policy:

We want you to be completely satisfied with your Hotchkis Performance product. For products, presenting signs of shipping damage please contact the freight carrier immediately. All our products are guaranteed to be free from manufacturer's defects. If your order arrives with a manufacture defect, please contact our Customer Service Department at (562) 907-7757. You will be assigned a Returned Goods Authorization Number (RGA). The package you return must show the RGA on the outside of the package, include the original invoice and be shipped prepaid to our facility. The product has to be unused and in its original packaging materials. Exchanges or refunds made after 30 days will be subject to a 20% restocking charge. If you purchased your Hotchkis Performance product from an authorized

dealer, you are still covered by this return policy. All returns however, should be made to your dealer, not to Hotchkis Performance directly.

The following steps will ensure a smooth return:

1. Find your original invoice that came with the product.
2. Contact our Customer Service Department at (562) 907-7757 for return instructions and proper procedures.
3. Re-pack the items securely in the original packaging, include a copy of your original receipt and apply a shipping label (to the return address below) and your return address.
4. Ship prepaid via USPS w/ Delivery Confirmation, FedEx Ground or UPS. Please retain your tracking number.
5. Shipping and handling charges are not refundable.

Return to:

Hotchkis Performance, LLC,

8633 Sorensen Ave.

Santa Fe Springs, CA 90670

Phone (562) 907-7757 Fax (562) 907-7765