

# PARTS RETURN

This form must be filled out.

Revised 04/19

## Returns Procedure

1. Review our returns policy in your Moss catalog or at [www.MossMotors.com](http://www.MossMotors.com) to confirm your return meets the required specifications.
2. Use this form to describe your reason for return. The more detail you provide, the better the chance of avoiding a partial credit or restocking fee.
3. Carefully pack all items in their original packaging. Items damaged during return shipping may not be eligible for credit.
4. All returns should be sent to the following address:

**Moss Motors, Ltd.**  
440 Rutherford Street  
Goleta, CA 93117

## Credit for Return

How would you like your credit issued?

- Account Credit** (applied to current or future purchase)  
 **Refund** (via original payment method)

## Payment for Replacement Order

Use credit from this return?  Yes  No

Balance payment (if any):

Card type  VISA  MasterCard  AMEX  Discover

Card # \_\_\_\_\_

Expiration date \_\_\_\_\_

## Return Shipping

Pack products securely, and peel off and affix return address label from the front of this invoice. Ship pre-paid. We suggest UPS ground or insured parcel post. Returns sent freight collect will be refused. If return is due to our error, we will reimburse reasonable freight charges. We will NOT reimburse additional charges for shipping/packaging services.

***We reserve the right to charge a 20% restocking fee when no invoice is supplied and/or there is substantial work involved to process your return.***

***Customer Service Line: 800-689-9313***

Name \_\_\_\_\_ Customer# \_\_\_\_\_ Invoice# \_\_\_\_\_

## Return Codes

|                       |                        |                     |                           |                 |                  |                              |
|-----------------------|------------------------|---------------------|---------------------------|-----------------|------------------|------------------------------|
| 01 Wrong Part Sent    | 03 Wrong Quantity Sent | 05 No Longer Needed | 07 Not As Expected        | 09 Poor Quality | 11 Did Not Fit   | 13 Wrong For My Application* |
| 02 Wrong Part Ordered | 04 Ordered Too Many    | 06 Recieved Damaged | 08 Other: Explain Details | 10 Incomplete   | 12 Failed In Use |                              |

## Returned Items

\* Parts being returned were ordered for a: Year \_\_\_\_\_ Make \_\_\_\_\_ Model \_\_\_\_\_

| Part # | Return Code | Brief Explanation (Please) |
|--------|-------------|----------------------------|
|        |             |                            |
|        |             |                            |
|        |             |                            |
|        |             |                            |

## Replacement Order

Parts being ordered are for a: Year \_\_\_\_\_ Make \_\_\_\_\_ Model \_\_\_\_\_

| Part # | QTY | Description | Each | Ext. Price |
|--------|-----|-------------|------|------------|
|        |     |             |      |            |
|        |     |             |      |            |
|        |     |             |      |            |
|        |     |             |      |            |