

# TruckXL, Inc.

## Merchandise Return Agreement

We are sorry to hear that you need to return your purchase for whatever reason. Unfortunately during a return nobody is a winner but we would like to explain the procedure and ask you to agree to our terms and conditions so that we can expeditiously issue you a credit.

1. **Return Shipping** - Return shipping will be your responsibility. You must send the package signature required and insured. Packaging the product correctly and getting insurance on your item will be the most important part. We will inspect your item on our dock for damage immediately when it is delivered to us. If there is no damage and the product inside the box is in brand new condition we will sign for the package and accept responsibility for the part from there. If there is damage due to shipping we will receive the item as damaged and notify you to file a damage claim. If you have insurance on the item you should be reimbursed by the shipper for the product. They have the right to pick up and inspect the damaged product so once we sign for a product as damaged we no longer take responsibility for the product but we will do everything we can to assist you in your damage claim. If the product is packaged properly this should rarely be an issue.
  
2. **25% Restocking Fee** - We have to ask you to agree to a 25% restocking fee which covers the cost of our original shipping to you as well as the cost for us to inspect, repackage and move the product back to inventory. Almost all of our products are oversized and heavy so even though we sell our parts with "Free Shipping", obviously we have a heavy cost involved with that. Because of the size and weight the package never comes back in "New" condition so 100% of the time we have to inspect and build a new box for the product. I apologize for the high fee but I hope this explanation helps you to understand where the fee comes from and that we are just trying to recoup some of our original costs. If you are going to buy a replacement set of running boards we will give you 10% off the next order to help cover some of the money lost.
  
3. **Procedure** - If you agree to the terms stated here, please sign this form and fax it back to us at 1-352-489-0777. If you don't have access to a fax machine you can put this form inside a Ziploc bag and tape it to the outside of your package. **If we do not have this form your return will be refused.** Please write your order number in large print on the outside of the box so that we can quickly identify it. You can ship your return to the following address:

TruckXL, Inc – Returns  
1250 E. Overdrive Circle  
Hernando, FL 34442

J. Stuart Compton, President

Customer Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Order Number: \_\_\_\_\_

Date: \_\_\_\_\_