



Return Policy Rev 02/01/2015

Fiberglass and Carbon Fiber Parts

Fiberglass and carbon fiber parts are non-returnable, non-refundable items. Only items that M7 approves as damaged or defective will qualify for a refund. Cosmetic blemishes, scratches, pits, mold parting lines, apparent delamination, weave irregularities, level of gloss, finish, color and other esthetic properties are not cause for return or refund. All fiberglass and carbon fiber parts are 100% inspected at our facility before shipment. If the part is shipped it has passed all our visual, fitment and quality tests.

Parts damaged in shipment.

Damage claims must be reported within 3 days of receipt of package and a claim will be filed ONLY if the original packaging is kept. All parts are shipped f.o.b. / ex-works Mooresville, NC 28117 USA and are fully insured for the purchase price you paid. Any damage that occurs once the shipment leaves our facility is the responsibility of the shipper. Contact the shipping company and M7 immediately (within 3 days) if you receive damaged parts you suspect happened during shipping. It is your responsibility to provide the necessary information requested by the shipper and be available for the inspection of the damaged goods. M7 will work with you to process a claim but we cannot replace damaged goods until the claim is paid by the shipper. All packing materials must be kept and we recommend you document the packaging and damaged parts as received with detailed photographs and notes.

Instructions for Returning a New, Unused Part

- No returns after 30 days of invoice date
- All custom or special orders are non-refundable
- Returns are subject to a 20% restocking fee.
- **Fiberglass and carbon fiber parts are non-returnable, non-refundable items.**

If you are not completely satisfied with a product that you have purchased from M7 Speed, you may return the **new, unused part** within 30 days from the purchase date.

- 1) Call a customer service representative as quickly as possible at (704) 663-0094 to receive a Returned Goods Authorization number (RGA).
- 2) The product must be in **NEW** condition with no sign of installation or use.
- 3) The product must be in the original, undamaged manufacturer's packaging.
- 4) Returns will only be accepted from the original purchaser. No third party returns accepted.
- 5) All items returned **shall be sent back to M7 Speed freight prepaid**. No CODs accepted.
- 6) Refunds will be made through the method of payment used for the original purchase.
- 7) Package and ship the product to M7 Speed. Include the RGA number on the outside of the box. Parts received without an RGA will automatically be returned to the customer at their expenses.

NOTE: Refunds for M7 Speed Product purchased through an authorized M7 Speed dealer must returned to that dealer. Additional dealer applied fee's and policies may apply.

Instruction for Returning an Incorrect, Damaged or Defective Product

- 1) Call a customer service representative as quickly as possible at (704) 663-0094 to request a Returned Goods Authorization (RGA) number.
- 2) The product must be in the original, undamaged manufacturer's packaging.
- 3) A UPS return shipment label will be emailed to you.
- 4) Package the product, attach the return label and ship the product to M7 Speed. Include the RGA number on the outside of the box. Parts received without an RGA will automatically be returned to the customer at their expenses.
- 5) Upon M7 Speed's determination that the returned product is incorrect, damaged or otherwise defective, M7 Speed will refund your complete purchase or send you a new replacement part.

Refund Guidelines:

- 1) Fiberglass and carbon fiber parts are non-returnable, non-refundable items.
- 2) You must be the original purchaser of the part.
- 3) No electrical system, part or component can be returned. If it has a wire connected to it, it cannot be returned.
- 4) Parts must not have been installed, modified or painted.
- 5) Parts must be returned complete with all hardware kits.
- 6) Parts that were purchased used are not eligible for return or warranty claims.
- 7) Part must not appear to be intentionally damaged.
- 8) Parts that were damaged as a result of impact or crash damage are not returnable.
- 9) Parts that were damaged in shipping: Please contact the shipper with all shipping related claims.
- 10) Any claims that do not meet the provisions of the M7 Speed Warranty.

Refusing a product upon delivery

Refund claims will not be honored on non-approved refused shipments. A product refused by you at delivery without pre-approval from M7 Speed will result in return shipping charges, a 20% restocking fee and a 10% handling fee.