



Return Policy

ALL returns must meet the following requirements or risk returned goods being destroyed with no credit given.

- 1) Returns / Exchange must be made within 14 days of purchase unless otherwise specified.
- 2) There are absolutely **NO** returns on used equipment and mounted/balanced rims.
- 3) We **DONOT** guarantee fitment on installation hardware, hardware is made to fit **MOST** applications but not all.
- 4) If you have a request to return merchandise, a **DETAILED LIST** on your company's letterhead must be faxed to the Return Authorization Department at (718)-504-9637 or mailed to 68 Starmill Rd., Fishkill, NY 12524, for an R.G.A. (Returned Goods Authorization) number to be issued. **Please absolutely no phone calls**. Quantity, item number, invoice number and reason for request, i.e., damaged, defective or unwanted goods, **MUST** be listed specifically and clearly. Attached with the required invoice.
- 5) The RMA number **MUST** be obtained within 72 hours after the receipt of your order. The RMA number **MUST** be obtained before the arrival of the merchandise to be returned.
- 6) **ALL** returns must be its original package with all the accessories and hardware.
- 7) If the request for return is honored, a RMA number will be issued via fax.
- 8) The RMA number must then be written clearly on the outside packaging/box of the returned items, a copy of the request, and invoice must be included.
- 9) Upon receipt of the merchandise, items must be inspected and if applicable credit to your account will be issued. You must allow 7-14 business days for inspection.
- 10) **All returns, other than defect merchandise may be subject to a 15% restocking fee. This policy also applies to shipments that are refused and returned.**
- 11) The customer is liable for all shipping costs when returning and/or exchanging items to Rennan International.
- 12) It is the customer's responsibility to report all damages, shortages, and fitment conflicts within 48 hours of receipt of the order. No claims will be accepted after 48 hours.
- 13) There are absolutely **NO** returns on closeout items and items sold at Trade Shows.