



Return Form

Please make sure to print out this form, fill it out, sign it and put it along with your unit (the instrument cluster) you would like to return in your shipment box

Customer Name: _____ **Phone Number:** _____

Business Name: _____ **Phone Number:** _____

Customer Full Address: _____

Email Address: _____

Date of Purchase: _____

Order #: _____

Platform used for the purchase (eBay, Our website etc.): _____

The below information will be used for the process of returning your instrument cluster / unit.

Year: _____ **Make:** _____ **Model:** _____ **Mileage:** _____

SKU #: _____

Reason for Return:

Speedometer / Odometer / Tachometer / Fuel Gauge / Temp Gauge / Air Pressure Gauge / Backlight / Pointers / LCD Display Flickering / Pixelated.

Nature of Problem:

Dead / Cutts Off / Dim / Flickers / Erratic / Wiggles / Reads Incorrect / Doesn't Light up / Software / Hardware.

When does your instrument cluster issue occur?

Often / Rarely / When Hot / When Cold / On Bumps.

Additional Information: (Please let us know in your words the reason why you would like to return this item):

Rules – Before Buying This Instrument Cluster:

Did you contact our company before purchasing this instrument cluster? Yes No

Did you speak with anyone from our offices? If yes, please state his name if possible: Yes No

Employee Name: _____

Did you attempt to program the instrument cluster to your vehicle? Were you able to program it?

Yes No N/A

Notes:

- At the time you proceed with checking out and clearing your payment, you agree to the terms and conditions for this sale. You should also be aware that this is a final sale. No Cancellations, No Refunds, No Returns Accepted. But to show our goodwill, if you decide to ship back the instrument cluster purchased from us, it must be in **exact** same original conditions as when it was shipped out to you. After we receive it, we will test it, check it and evaluate the functions and conditions of the instrument cluster.
- The refunded amount will be calculated depending on the conditions of your returned instrument cluster. Please be aware that the amount will be subjected to up to a 50% restock fee (of the amount you paid), and both shipping costs will not be refunded.
- Please make sure that all returned units must be in the **exact** same condition as prior to shipping them out. That means that the item must not have any signs of wear or tear, scratches, any software or hardware changes or damages. Also, none of the warranty stickers must be tampered with or removed. Please make sure that there are no missing parts or any other discrepancies associated with the product. (We take pictures and record our tested units prior to shipping them to our clients). If the item/instrument cluster you would like to return doesn't comply with **ANY** the above-mentioned terms, we might not approve the return and therefore, no refund will be given.

Customer Signature: _____

Date: _____

Thank you for choosing Dashboard Instrument Cluster Team