

Dear Carlex Customer;

Thank you for your purchase!

Please help us by following the outline below when receiving our products. Post or share this information with your shipping /receiving personnel at your location/s. These procedures will ensure a smooth return process if required and may negatively impact your claim if they aren't followed.

Thank you in advance for your cooperation and support!

RECEIVING INSTRUCTIONS and RETURNS

- First...begin with the Carlex shipper/Packing list from your shipment. If you don't have it, contact
 - Carlex Sales: **Ashley Kyle 615-257-5792** (AKyle@Carlex.com)
- A brief visual inspection of each shipment should be performed as soon as the part arrives
 - Check to see if the box or sleeve has any visible damage
 - ALWAYS take a picture if possible!
 - Note any damage or discrepancy on the delivery receipt (BOL/shipper)
 - Confirm the part ordered is the exact part received
- If it appears damaged and you can confirm at the time of receipt, *have the driver sign the shipper acknowledging this*. The Driver's signature is critical.
- YES, you can refuse a damaged or broken part. Make sure to capture the tracking number and the driver's signature if part is refused
- For the fastest **RETURN for a full REFUND**, call **Ashley Kyle 615-257-5792** the same or next day of the shipment. (ideally within 48 hours or 2 business days)
 - Have your Invoice, Sales Order or Shipper number available.
 - Be prepared to Email images of the damaged part if you have them
 - No refunds will be allowed 30 days from the purchase date.
 - Please provide a reason
 - Wrong part ordered _____
 - Wrong part shipped _____
 - Arrived damaged _____
 - Customer cancelled _____
 - Other? _____
 - Ashley will provide return authorization instructions
- Carlex reserves the right to refuse or deny a refund if any of the outlined information is not provided.

Note: Transportation companies require the above information to approve a claim submitted by Carlex. Please follow these recommendations so that Carlex can properly submit the claim and approve credit to your company.

Thank you for your cooperation.