

931 19th Street
Bakersfield, CA 93301
661-861-0167

POWERHOUSE

Business Policies

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Please read the back of your packing slip for complete warranty and return/exchange information.

- 1.) All sales are final. All corrections, if any, will be handled by credits to your account or exchanges. All returns/exchanges are subject to a 25% restocking fee and must be completed within 30 days of receipt of parts, NO EXCEPTIONS.
- 2.) Absolutely NO call tags will be sent out to retrieve incorrect parts. It is the customer's responsibility to ship any incorrect parts to POWERHOUSE, prepaid. A copy of the customer's invoice MUST be accompanied with the return/exchange. All COD returns will be refused.
- 3.) Check and inspect all parts to ensure they are correct. Compare the part #'s on the invoice to the parts you received.
- 4.) POWERHOUSE must be contacted prior to any repair work or part replacement to open a claim with the manufacturer.

PLEASE INCLUDE THE FORM BELOW WITH YOUR RETURN.

Year:	Make:	Model:	Engine/Trans:	Additional Info:
Merchandise Returning: <input type="checkbox"/> Return for Credit <input type="checkbox"/> Exchange <input type="checkbox"/> Incorrect Parts				
Qty.	Part#	Description of Part(s)	Price Each	Total
Briefly Explain Return: _____				

PLEASE FOLLOW THIS PROCEDURE TO EXPEDITE YOUR RETURN:

1. After completing the return form above, firmly pack parts into box and seal. Be sure to enclose a copy of your invoice as well.
2. Call POWERHOUSE at (661)861-0167 to obtain a RETURN GOODS AUTHORIZATION (RGA) from the Returns Dept.
3. Ship your box via UPS, FED EX, or U.S. Mail, prepaid to the following address: (It is strongly recommended to insure your package!)*

POWERHOUSE
RGA#
931 19th Street
Bakersfield, CA 93301

4. If required, you will be contacted to complete your return/exchange.
5. If a credit is due, your credit card used to purchase parts will be credited or you will be issued a check.

***NOTE: IF WE SHIPPED YOU THE WRONG PARTS, WE WILL ONLY REIMBURSE YOU FOR STANDARD GROUND SHIPPING CHARGES TO SHIP BACK TO**