Return Procedure

A. Return Goods Authorization ("RGA"):
To make a return customers must request and obtain a RGA number via telephone, fax or e-mail: RGA@coverstarcentral.com.
When requesting an RGA number, please be prepared to provide the following information:
- ✓ The part number and the Coverstar Central Invoice Number the product(s) was purchased on. If no invoice number is available, the product(s) will be considered non-warranty.
- ✓ The quantity of products to be returned.
- ✓ The reason for the return and brief description of the symptoms, problems or "none," for restock purpose.
- ✓ Contact information for follow-up.

Coverstar Central will then be able to issue an RGA number. An RGA number is valid for 30 days.

B. Packaging and Shipping:
Protecting the value of returned products by packaging and shipping them correctly is sender's responsibility. Credit or warranty coverage will be denied for any damage caused by improper packaging or for products damaged during shipment.

Return the product(s) with the RGA number included inside and clearly marked on the outside of the box. Any package returned to Coverstar Central without a RGA number will be refused. We reserve the right to return an entire shipment at the shipper's expense, even if a portion of the package does not have an RGA number.

C. Upon Receipt of the Product by Coverstar Central:
We evaluate the product and will either:
- ✓ Repair or replace any product(s) covered under warranty.
- ✓ Credit the customers' account or method of payment.
- ✓ Provide estimate for repair or replacement if the product is determined to not be eligible for warranty coverage.
- ✓ We may issue credit instead of repairing or replacing the product(s) when we determine repair or replacement is not an option.

D. Returns for Credit:
- ✓ Covers and custom made parts are not stocked and are not eligible for credit.
- ✓ A restocking charge of twenty percent (20%) of the purchase price will be deducted from the credit.
- ✓ Product must be new with original packaging in saleable condition. If parts are missing or if the product has to be repackaged, additional charges will apply.
- ✓ The amount of the credit will not exceed the price paid by the customer at the time of purchase.
- ✓ Product must be returned within 90 days of invoice. No credit will be given on a product returned after 90 days of invoice.
- ✓ No credit will be issued for items that are not received by Coverstar Central after 30 days of the RGA date.
- ✓ Credit will not be issued for shop worn, previously installed products or damaged merchandise.
- ✓ Credit issued must be used within one (1) year of the date of issue or will be forfeited.

E. Returns for Repair:
Detailed instructions must accompany the product being returned for repair. If Coverstar Central is to perform an evaluation of a cover, the labor cost will be calculated at $75 per hour. We will inform customer of the repair charges prior to the repair. With the customer's confirmation, Coverstar Central will proceed with the repairs, and the customer will be billed the repair charges, plus additional charges for labor, parts, shipping and handling if they apply. In the event the Customer does not want Coverstar Central to proceed with the repairs, the product will be returned to the Customer un-repaired, and the Customer will be billed a $75.00 evaluation fee, plus additional charges for labor, parts, shipping and handling if they apply. The warranty for the repaired product is only for the value of the repaired parts and labor for thirty (30) days from date of shipment from Coverstar Central.

If a returned product contains parts that are no longer available or repairable, Coverstar Central will contact you to discuss a resolution.

G. Storage:
Coverstar Central accepts no responsibility for any and all products left in our warehouse for more then thirty (30) days from date of receipt by Coverstar Central. Products that are left are subject to a storage fee of $25.00 per day. Items left more then 90 days will be discarded.