



Return/Warranty/Core

READ THIS ENTIRE DOCUMENT CAREFULLY BEFORE SENDING ANY TYPE OF RETURN. For your return to be processed you must include a copy of any invoice(s) that contains items you wish to return and this form. If you need to write a letter of explanation, please attach it to this form. All returns are subject to inspection and the stated policy on both sides of this form. Thank you.

Send items and paperwork to:

DeLorean Motor Company, Attn: Returns, 15023 Eddie Drive, Humble, Texas 77396 USA

Items received without a copy of the original invoice and this form will delay processing.

| | | | | | | |
|--------------------------------------|--|---|---|--------------------------|--------------------------|--------------------------|
| CUSTOMER SUPPLIED INFORMATION | Date _____ Invoice Number _____ | | | | | |
| | Customer Name _____ | | | | | |
| | Daytime Phone _____ Email address _____ | | | | | |
| | Reasons for Return & Part Numbers | | | | | |
| | Part No. | Quantity | Reason For Return (Check as appropriate) | Refund | Exchange | Store Credit |
| | _____ | _____ | <input type="checkbox"/> Core Return <input type="checkbox"/> I Ordered Incorrectly <input type="checkbox"/> I Didn't Need <input type="checkbox"/> Defective <input type="checkbox"/> Duplicate <input type="checkbox"/> Mis-marked <input type="checkbox"/> Poor Quality | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | _____ | _____ | <input type="checkbox"/> Core Return <input type="checkbox"/> I Ordered Incorrectly <input type="checkbox"/> I Didn't Need <input type="checkbox"/> Defective <input type="checkbox"/> Duplicate <input type="checkbox"/> Mis-marked <input type="checkbox"/> Poor Quality | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| _____ | _____ | <input type="checkbox"/> Core Return <input type="checkbox"/> I Ordered Incorrectly <input type="checkbox"/> I Didn't Need <input type="checkbox"/> Defective <input type="checkbox"/> Duplicate <input type="checkbox"/> Mis-marked <input type="checkbox"/> Poor Quality | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| _____ | _____ | <input type="checkbox"/> Core Return <input type="checkbox"/> I Ordered Incorrectly <input type="checkbox"/> I Didn't Need <input type="checkbox"/> Defective <input type="checkbox"/> Duplicate <input type="checkbox"/> Mis-marked <input type="checkbox"/> Poor Quality | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
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| _____ | _____ | <input type="checkbox"/> Core Return <input type="checkbox"/> I Ordered Incorrectly <input type="checkbox"/> I Didn't Need <input type="checkbox"/> Defective <input type="checkbox"/> Duplicate <input type="checkbox"/> Mis-marked <input type="checkbox"/> Poor Quality | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

Missing and/or incorrect items must be reported within 5 days of receipt.

Check packaging thoroughly for small items that may be wrapped in packing materials.

Electrical parts are not returnable. Call Customer Service, (281) 441-2537, with any electrical part dispute.

1. We consider all sales final unless the item is defective or sent in error. All other returns are subject to a 20% restocking charge at our discretion. Freight/shipping is not refunded.
2. No returns after 30 days, cores excepted. To receive full credit, cores must be returned within 45 days of invoice date. After 45 days, 75%; after 6 mo. 50%; after 1 year 25%. DMC reserves the right to prorate or refuse the fees for cores returned after 45 days from invoice date.
3. All returned items must be in new condition in the original packaging as shipped. No credit will be given for incomplete kits/assemblies, if the return is damaged due to poor packing by the customer, or if the part has been modified in any way.
4. All special order items (such as power steering, fascias, custom color carpet) are not returnable.
5. We reserve the right to verify that an item is actually defective before making a refund.
6. Minimum return amount is \$5.00.
7. Labor associated with the R&R on parts is NOT covered by any warranty.
8. Cores, or any items, returned without paperwork will be processed at our discretion.

DELOREAN MOTOR COMPANY

RETURN/WARRANTY/CORE (RWC) REFUND POLICY

Open your package immediately. Check the contents against the invoice. If any are missing, look at your invoice to see if any are listed as Backordered (\$0.00 price). RWC forms are included in every order and can also be available for download online at <https://dmc.pm/rwc> or call to have one emailed or faxed to you. Check for damage. Please check everything before you call.

Returns

- All returns must be received within 30 days of invoice date to be considered.
- Claims for merchandise damaged in shipment must be made within **five** working days of delivery. DMC will handle the claim, but there will be no reimbursement until the carrier pays the claim.
- For freight shipments, inspect the contents before the driver leaves, as damage must be noted on the bill of lading. Call us immediately so that we can initiate a claim. If damage is found after the shipment is accepted, you must notify the carrier **within 48 hours** to file a concealed damage claim.
- This completed DMC Return/Warranty/Core (RWC) form must accompany all returned items.
- All merchandise submitted for refund must be in saleable condition and in the original packaging. Incomplete kits/assemblies are non-returnable.
- Electrical parts may not be returned, though defective items are covered as noted in the warranty section below.
- Cash or credit card refunds for returned items will be subject to a 20% re-stocking fee. Store credit - in the form of a DMC gift card - for returns will be for the full value of the item so long as all other terms outlined in this document are met.
- Return shipping will be at the customer's expense. Any consideration for refund of shipping will be made after the merchandise arrives at DMC.
- All replacement shipments will be charged to the customer if the returned item has not arrived at DMC. A refund will be made upon the arrival of the part.

Warranty

- Unless stated otherwise, warranty on all DMC parts is 90 days from the date of the invoice. Some items may have a pro-rated warranty.
- The original invoice and this completed RWC form must accompany all parts returned for warranty.
- Any consideration for shipping refund will be made after the item arrives at DMC.
- Immediate replacement will be at the customer's expense. A refund for this will be issued after warranty determination.

Core Returns

- The original invoice and this completed RWC form must accompany all core returns.
- Cores should be reasonably clean and returned in a timely manner. DMC reserves the right to refuse or pro-rate cores that are submitted more than 45 days past the invoice date.
- The core must be identical to the item purchased. We reserve the right to verify, with the rebuilder, that a returned core is suitable for rebuild before issuing a core deposit refund.
- Shipping for the return of cores is NOT included in the original shipping charge and return shipping expense is the responsibility of the customer. COD's for returned cores will not be accepted. Tracking and insurance is advised for high-value cores.
- Unacceptable cores will be returned to customers at their expense, if requested.

Send all returns to:
DeLorean Motor Company Attn: Returns
15023 Eddie Drive
Humble, Texas 77396 USA