

Need Help? Contact Us!
 Send email to Returns@HondaEastToledo.com
 Or Call (419) 891-1230 x55
 9:30am-6pm ET Mon-Fri



Shipping Address:
 Honda East Toledo
 Attn: Online Returns
 1230 Conant Street
 Maumee, OH 43537

Returns / Exchanges Form

All returns MUST meet these simple standards:

- Product must be returned within 30 days of purchase - no exceptions
- Product must not be an electrical/electronic item
- Product must be in original condition - no signs of wear or installation, all parts/tags/packaging intact
- Package must be shipped via traceable, insured service (i.e., UPS Ground). We are not responsible for loss/damage in transit.
- Package must include this completed Returns/Exchanges Form

A \$5.00 fee will apply to any item returned without this form.

A 40% restocking fee is applied to returned items that are incomplete, show ANY signs of wear or installation

Honda East Toledo reserves the right to refuse any return that does not meet the requirements outlined above.

Shipping is not refundable and return shipping costs are the buyer's expense. Packages shipped COD or Freight Collect will be refused.

Return shipping will ONLY be refunded for defective or incorrect items AFTER inspection by Honda East Toledo and the item is verified as defective or incorrect. Return shipping refund amount is limited to the amount charged for shipping on the original purchase. In the case of combined or promotional shipping on the original purchase, return shipping refund is limited to the current standard UPS Ground rate for the item(s).

Name:	Shipping Address:
Email Address:	
User Name / User ID: (if different than email)	Preferred Contact Phone Number:

Invoice / Item Number	Description / Title / Part Number	Reason Code	Qty	Price Each	Extended Price

Reason Codes for Return					
Size / Fitment		Service		Other	
SM	Too Small	LT	Too Late	DFT	Defective (explain on back)
LG	Too Large	WI	Wrong Item	DTY	Dirty / Marked / Soiled
APP	Wrong Application	DMG	Shipping Damage	UNW	Unwanted Gift
COL	Bad Color Match	NAD	Not As Described	CM	Changed Mind

Choose One:

Refund

Exchange (see below)

Gift Certificate

Exchange / Replacement Options*: (choose one and enter relevant information)

Exact Replacement (if available) Fitment/Size: _____ Finish/Color: _____

Similar Product: Please provide information to help us locate the item you would like in exchange for the returned item. (i.e., style/model name or number, color, size, fitment, item number or part number.)

*** PLEASE NOTE: Product exchanges often incur an additional charge to cover the price difference and shipping/handling. Please be sure to include your preferred contact method and payment type:

All returned items are processed within 2 business days of receipt. Refunds will be processed within 5 business days of receipt. Refunds are based on the item price(s) paid on your original purchase invoice and do not include shipping/handling charges. Refunds are issued in the same method as the original payment, unless an exchange or Gift Certificate is chosen. Refunds will be confirmed via email. Please allow the following time to receive your refund once processed: (in business days)

PayPal: 1-2 days | Google Checkout: 1-2 days | VISA/MC/Disc/AmEx: 3-5 days

Refund Check: 5-7 days (for Money Order payments)

We're here for you - let us know how we can help!

THANKS!

www.HondaEastSuperStore.com
 www.HondaEastToledo.com

Honda East Use ONLY: Inspected By: _____	
<input type="checkbox"/> Transaction Updated	<input type="checkbox"/> Customer Emailed
<input type="checkbox"/> Inventory Updated	Ship Date: _____ Shipping Service: _____
<input type="checkbox"/> Replacement/Exchange Sent	
<input type="checkbox"/> Refund Issued By _____	Date: _____
Refund Method _____	Amount: _____