

CIS Returns Policy

For whatever reason, *if* you are not completely satisfied with your replacement equipment, you may return UNUSED, RESALABLE products to us for an exchange, provided you notify us and we receive the item back in our warehouse within **30** days of the original date of delivery. The following conditions apply:

- A minimum **20%** restocking fee will apply on any products returned in improper condition
- **Special orders** and **custom orders cannot** be cancelled and are non-returnable
- Order shortages, shipping damages or discrepancies must be claimed within 5 days of receipt of order
- All returns are subject to inspection and final approval from our Returns Department
- If an order is refused, shipping charges are non-refundable and all restocking fees will still apply.
- Shipping charges are non-refundable. Return shipping costs are the customer's responsibility.

Defective or Malfunctioning Items

All equipment is covered in full by the terms of the manufacturers' warranty. All items must be inspected by the original installation facility **PRIOR** to contacting CIS regarding warranty replacement or repair to confirm if the equipment is malfunctioning due to defect or misuse, or if there is an installation issue. All installations at CIS authorized facilities are warranted for the lifetime the equipment is installed in your vehicle. Please have the installation facility contact our warranty department at (888) 345-2700 if they determine the equipment is defective so we can confirm the problem, and set up removal and return to CIS or the manufacturer. If the returned item(s) are deemed by the manufacturer to have been damaged from abuse or misuse, any repair and return shipping will be the customer's responsibility. CIS does not decide what is and is not covered by the manufacturer. All products must be returned to CIS and CIS must confirm with the manufacturer that the item will be covered under warranty before a replacement item or repaired item is returned to the customer. Any removal and reinstallation charges are the customer's responsibility for items installed at a facility requested by the customer that is NOT within CIS' network.

Damaged Items

CIS will make every effort to ensure that your product will arrive in good condition. Unfortunately, packages may be damaged during transit. Please call our customer service department within 7 days of the delivery date to report any shipping related damages and arrange for repair or replacement.

If you do not plan on using your equipment immediately please be sure to inspect your item(s) for

concealed damage. We will not be able to replace damaged merchandise if we are not notified within 7 business days of the delivery date.

Return Instructions

Please contact us at 1-888-345-2700 with the following information requesting an exchange or warranty return:

- Claim number / Control number
- Product number and/or model number
- Reason for return
- Note type of return (Exchange, Warranty)

Once approved for return, **CIS** will provide a Return Merchandise Authorization, number (**RMA#**), This RMA# must be issued prior to CIS accepting any returns. **Packages without a valid RMA# cannot be accepted at our warehouse.** If CIS is paying for the return shipping, a shipping return **label** will be issued to you.

Unless otherwise directed, items must be returned complete (all manuals, accessories, etc...) and in their original packaging. Incomplete items will not be accepted for return or may result in restocking fees.

The RMA number must be clearly visible on the box and on the shipping label.

The items must be securely wrapped and placed inside a box rated for shipping. Product display

boxes are not rated for shipping and any damages that result due to improper shipping will be the customer's responsibility.

You are responsible for any damages while in transit to CIS. We suggest that you insure your return.

Shipping and insurance charges are non refundable. Return, shipping costs are the customer's responsibility unless otherwise stated by CIS' return department.

Additional Guidelines

Once the package is picked up from your location, it could, take the shipping company one to two weeks to return the package to CIS.

We will exchange or issue credit within 5 business days of receiving items with authorized RMA numbers.

A refused order or order that is unable to be delivered will be handled as a returned order.

Products subjected to misuse and/or mishandling are not eligible for a refund or exchange.

Any item returned after 30 days will not be credited and will be the sole property of CIS.

Items received without RMA# or items found in unacceptable condition for credit or exchange will only be returned to the customer at the customer's pre-paid expense.