

# RETURN MERCHANDISE FORM

**Include: This Form With Merchandise**



SHADED AREA  
FOR OFFICE USE ONLY

DATE RECEIVED \_\_\_\_\_  
REP \_\_\_\_\_

We hope that you are happy with your selection from DieselManor. However, if you find it necessary to return merchandise, it SHOULD BE RETURNED AS SOON AS POSSIBLE. Fill out this form and put it INSIDE the package you are returning.

- 1) Fill out this return form completely and make a copy for your records.
- 2) Return all new/unused products in their original packaging within 30 days.
- 3) Return items prepaid (UPS, Federal Express, or insured US Postal Service to the address below)
- 4) Put Return Number on outside of box that items are being returned in.

Business Name \_\_\_\_\_  
If Dealer \_\_\_\_\_  
Your Name \_\_\_\_\_  
Street \_\_\_\_\_  
Add. \_\_\_\_\_  
\_\_\_\_\_  
City/State \_\_\_\_\_ ZIP \_\_\_\_\_  
Phone \_\_\_\_\_ Date: \_\_\_\_\_

**DIESELMANOR™**  
61 Peppermint Street  
Goffstown, NH 03045  
ph: 603-497-2281 fx: 603-497-3783  
www.dieselmanor.com  
*Taking the Mystery out of Diesel Performance.™*

INVOICE #: \_\_\_\_\_ PURCHASE DATE: \_\_\_\_\_ RETURN NUMBER: **RMA-** \_\_\_\_\_

**I AM RETURNING:**

ITEM NO.	QTY.	PART #:	DESCRIPTION OF RETURNED ITEMS	PRICE EA.	TOTAL
1					
2					
3					
4					
5					

**REASON FOR RETURN**

ITEM NO.	REASON
1	
2	
3	
4	
5	

- SHIP VIA:      CODE:
- |                                  |  |
|----------------------------------|--|
| <input type="checkbox"/> UPS     | <input type="checkbox"/> Ship Damage     |
| <input type="checkbox"/> FedEx   | <input type="checkbox"/> Cust. Choice    |
| <input type="checkbox"/> US Mail | <input type="checkbox"/> Product Problem |
| <input type="checkbox"/> Truck   | <input type="checkbox"/> Factory         |
| <input type="checkbox"/> Other   | <input type="checkbox"/> Error (Copy)    |

RETURN TOTAL \_\_\_\_\_  
RETURN Ship Chgs. \_\_\_\_\_  
(If DMI error)  
RESTOCK FEE \_\_\_\_\_  
RETURN CREDIT \_\_\_\_\_

**PLEASE ENTER EXCHANGE OR REPLACEMENT PART #'s BELOW**

ITEM NO.	QTY.	PART #:	REPLACEMENT MERCHANDISE	PRICE EA.	TOTAL
1					
2					
3					
4					
5					

TOTAL CREDIT \_\_\_\_\_

CARD NO: \_\_\_\_\_ EXP \_\_\_\_\_

CARD HOLDERS NAME: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

ORDER TOTAL	none
SALES TAX	
SHIPPING:*	
COD/AOD/Other (Special Shipping Charges)	
GRAND TOTAL	

RETURN TO STOCK \_\_\_\_\_  
RETURN TO FACTORY \_\_\_\_\_  
RETURN TO CUST \_\_\_\_\_  
ON SHELF \_\_\_\_\_  
SCRAP \_\_\_\_\_

REPLACEMENT INVOICE # \_\_\_\_\_



- |                                      |   |
|--------------------------------------|---|
| <input type="checkbox"/> VISA        | <input type="checkbox"/> AMERICAN EXPRESS |
| <input type="checkbox"/> MASTER CARD | <input type="checkbox"/> PERSONAL CHECK   |
| <input type="checkbox"/> DISCOVER    | <input type="checkbox"/> MONEY ORDER      |

\* SHIPPING CHARGES  
We will add the appropriate shipping charge on returns if applicable.

## Shipping Label

cut out

**DieselManor, Inc.**  
**Returns Dept.**  
**RMA#:** \_\_\_\_\_  
**61 Peppermint St.**  
**Goffstown, NH 03045**

## Return Policy

If you have a damaged product, or it does not meet your expectations, return the new/unused item in the original box prepaid within 30 days with a copy of the invoice and Return Form for a refund or exchange.

- **Unopened Items** - We will fully refund you for any unopened item for any reason (shipping not included) within 30 days of the original purchase date.
- Opened items must be in sellable (as-new) condition, in original packaging with the packing slip, with any/all warranty cards, manuals and accessories within 30 days of the original purchase date.
- You will be responsible for the return shipping costs of non-defective items.
- After 15 days all returns are subject to a **18% restocking fee**.
- If we shipped you the wrong product by mistake, a UPS Return Shipping label will be issued to return the item.
- Items claimed to be defective that are found not to have the reported defect will be returned to you. You will be charged for the return shipping cost.
- Items that have been installed, modified, or are clearly not in sellable (as-new) condition will be returned to you and you will be charged the return shipping cost.
- **Refused Orders** - After an order is shipped and you decide to not accept it, the package will automatically be sent back to us. We will refund your credit card for the amount of the product(s) on the invoice minus all applicable shipping charges. This includes the shipping charges for the package being sent back to us.
- **Special Orders** - We do not accept and returns on non-standard items that have been manufactured or modified to a specific customer's needs. Any cancellation of a special order item(s) prior to that item(s) being shipped is subject to a 6% fee. This is the fee we pay for charging (3%) and refunding (3%) your credit card.

### Return Process

To make a return, simply call 603-497-2281 or email us at [info@dieselmanor.com](mailto:info@dieselmanor.com) regarding the item you would like to return.

- 1) We will issue you an RMA# (Return Merchandise Authorization Number) to you so you can send the item to us.
- 2) Simply complete the Return Form, place it inside the box the item is being returned in, along with a copy of your original receipt, and clearly write the RMA# on the outside of the package.
- 3) Send the package pre-paid (UPS, Federal Express, or US Postal Service INSURED) to: DieselManor, Attn: Returns, 61 Peppermint Street, Goffstown, NH 03045.
- 4) Please make sure the box and contents are securely packaged.

### We do not accept returns on the following:

- Any non-standard item or item that is manufactured or modified to a specific customer's needs.
  - Any item without a copy of the original invoice, return form, and RMA# unless other special arrangements have been made.
  - Exhaust systems, down pipes, or other exhaust component after it has been installed.
  - Any electronic components or parts if they have been installed or used on the vehicle, this includes any power enhancing product, gauges, lighting products, etc.
  - Any product that has a manufacturers seal or label if it has been opened.
  - Any liquid or aerosol product after it has been used or the manufacturers seal has been broken.
  - Any return after 30 days.
  - Items damaged due to improper installation, abuse, misuse, or neglect will not be eligible for replacement or accepted for return.
- Note: We do not accept damaged, modified, or otherwise non-sellable items. These products will be returned back to you and you will be charged the appropriate return shipping costs.
- Items damaged due to negligent opening (cuts, scratches, punctured bottles). Please be careful when opening up containers with a blade.
  - By sending in your return you agree to these terms.

After you receive your order please check thoroughly that all components are what you ordered and look to be in working order. All of our shipments are carefully packaged. If you have an installation scheduled for your products, please make sure you place your order well in advance to allow for the possibility of a return to occur and/or allow us to get the correct item(s) to you via ground shipping. We always recommend that you have your products "in hand" well in advance of your scheduled installation. This allows you time to verify that all of the products you ordered are correct and that you have everything needed. However unlikely, sometimes products do get damaged while in transit. Under no circumstances will DieselManor, Inc. be liable for replacement costs that the end user or customer purchased to complete the installation. If you decide to replace any of the products purchased from DieselManor, Inc. we will not be held responsible for any reimbursement thereof. Under no circumstances will DieselManor, Inc. be liable for any labor charged or travel time incurred in diagnosis for defects, removal, or reinstallation of any of the products we sell or any other contingent expenses. Under no circumstances will DieselManor, Inc. be liable for any damages or expenses incurred by reason of the use or sale of any of the items we have sold.

If you have any questions regarding this policy please do not hesitate to give us a call. We make this return policy well known before you place your order. By placing your order with us you agree to these terms.