



FORD ACCESSORIES

Ford Accessory Distributor West, LLC

10863 Jersey Blvd, Unit 101 | Rancho Cucamonga, California 91730-5113

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Return Policy

This return policy is the current return policy effective January 1, 2020 and will remain in effect until further revised. Our return policy is designed to minimize your dealerships exposure to obsolete inventory and allow you to participate in the accessory business with minimal risk. Ford Accessory Distributor West is committed to making our partnership as smooth as possible and we will do whatever we can to make sure you are successful with your dealership's accessory program. Returns for items that were incorrectly shipped, we be handled at FAD West's expense. Other returns will be dealerships responsibility.

Time Frame for Returns

All returns must be presented within 90 days of original invoice date. If return is presented within 90 days, full credit will be issued for the return on that month's statement from Ford Accessory Distributor West. Any returns outside 90 days will be handled on a case by case basis and will be at the discretion of Ford Accessory Distributor West. Returns outside of 90 days may be subject to the following:

- Denial of return
- Requirement of repurchase of new product
- Restocking fees

Returnable Condition:

All returns must be in new unused condition, both the part and the packaging. The accessory must not have been a special-order item. All accessories must be in original packaging with all associated hardware, components, and instruction sheets included. All packaging must be in new condition with no marks, writing, or labeling on the box or other relevant packaging. No credit will be issued on accessories that have been installed or the part/packaging is not in new condition. There is no return on any electrical accessory that has been opened. All returns must have been purchased from Ford Accessory Distributor West to be eligible for return to FAD West.

Return Process:

All returns must be accompanied with the return authorization sheet from Ford Accessory Distributor West. The authorization sheets can be obtained by visiting our website at www.fadwest.com. Returns that are received defective, shipped in error, over shipment, or any other non-dealer responsibility issue will have freight charges paid for by Ford Accessory Distributor West. All Damage claims, missing hardware, or defective item claims must be made within two (2) business days of material receipt at your location. Damage claims must be noted with the carrier on their Bill of Lading. Please contact returns@fadwest.com or (909) 294-5192 to arrange for disposition of these items.