

HOW TO RETURN MERCHANDISE

1. You **MUST** inspect your order immediately upon receipt. Returns must be made within 120 days of purchase. All returns must be in resale or new condition. Any return beyond 120 days will be subject to a minimum 10% restocking fee and must be applied as a system credit.
2. It is not necessary to call J&P Cycles® for a return authorization. Simply complete the form below, detach it from this invoice, and return the form along with the item(s) being returned. Use the appropriate return code and explain the reason for the return. If the part is defective, you **MUST** state why the part is defective. Returns will be delayed if paperwork is not filled out completely.
3. Wrap the part(s) carefully, place them in a sturdy box, and secure with tape. Do not leave part(s) loose in package. Any part(s) scratched or damaged in return shipping due to inadequate packaging will not be accepted.
4. If the returned parts are defective, sent in error by us, or if they were charged to your J&P Cycles® credit card, the return shipping is free (continental U.S., ground only). For all other returns, the cost of return shipping will be deducted from your credit or refund (\$7.99 on packages up to 20 lbs. \$9.99 on packages over 20 lbs. & on oversized packages - for example exhaust pipes, seats, windshields etc.).
5. The postage-paid return label supplied with this invoice is for packages sent through the U.S. Postal Service within the U.S. and APO/FPO addresses. If you choose to return your part(s) by another carrier, including UPS, you must pay for shipping in advance. Additional fees charged by mailing centers are not reimbursed. For your protection, insure the package for its full value. Insurance is not included and must be paid at the time of shipment.
6. For questions concerning your return please call us at 1-800-338-1747 (USA and Canada) or 319-462-4817 (overseas) during normal business hours, (see J&P Cycles® catalog for hours) OR e-mail us at customerservice@jpcycles.com.

J&P Cycles® offers a 100% Satisfaction Return Policy. If you have a problem with an order or product, please let us know.

Replacement items that are not in stock should reach you in 7 to 10 business days. The appropriate credit or refund will be issued when your return is processed.

You can get your return processed the following ways. Please check one of the boxes below.

REFUND *The type of refund will be determined by the payment method used on the original order.*

EXCHANGE *Use the form provided below for exchanges*

J&P SYSTEM CREDIT *J&P System Credit to be used for future purchases.*

REASON FOR RETURN

- | | |
|----------------------------|----------------|
| 1-Wrong Item Ordered | 4-Didn't Fit |
| 2-Received Too Late | 5-Defective |
| 3-Didn't Need/Changed Mind | 6-Poor Quality |

Please fill out information below and give explanation for return.

▼ Detach this section and send with return. Please retain top portion of form for your records. ▼

REASON CODE	QUANTITY	PART NUMBER	ITEM DESCRIPTION	J&P CREDIT	EXCHANGE	REFUND
				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
EXPLANATION						
				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
EXPLANATION						
				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
EXPLANATION						