

CV Performance Return Policy

Returning a product under an RMA is acceptance of this policy. CV Performance's return policy applies to products damaged in original shipping, or defects covered under certain warranties reported in first 30 days. Delivery delays by a shipper does not constitute an authorization to cancel or return goods for any reason. Shipping and handling by either party is non-refundable under any circumstance. Returns for reasons other than damage or defect replacement will incur a mandatory 15% restocking fee deducted from any store credit.

Return Authorization

Products believed to be defective or damaged prior to use, customer must contact CV Performance within 30 days of receipt to obtain a Return Merchandise Authorization (RMA) number before returning any item but is not a guarantee of acceptance. No returns will be processed without an RMA. Products determined to be damaged due to misuse, negligence, normal wear, or during secondary shipping will be denied and returned at the buyer's expense. Approved returns are eligible for exchange or credit toward a future purchase only. Minimum 15% restocking fees will apply.

Non-returnable products include; electrical, seals, gaskets, ignition, sensors, wear products, discontinued items, or partial items. Examples: plugs, brake pads, diaphragms, sensors, gaskets.*

Returned products must be complete with original packaging. Items part of a kit or assembly must be in it's unopened package. Issuance of a RMA does not guarantee acceptance for an exchange or replacement and all returns are subject to inspection. CV Performance reserves the right to issue an account credit for the original purchase amount or provide a replacement at our discretion following final inspection. At no time will an RMA or return acceptance imply any product or personal liability by CV Performance, our manufactures, or resellers.

Shipping Damage

If ordered merchandise is received with any shipping damage, notify CV Performance immediately and document damages. Notification must be received within 7 days of receipt. CV Performance will provide instructions for the return of damaged products when issuing a RMA. A replacement product will follow the return.

Order Cancellations

CV Performance does not accept returns due to delivery delays by USPS or UPS, overstock, rebalancing, cancelled resale orders, or third party returns. Product returns due to retail, dealer or wholesale purchasing errors must be returned in original resalable condition and subject to a 15% restocking fee if the return is finalized and approved. Shipping fees are non-refundable. Accepted returns are eligible for store credit or exchange only. We do not refund cancellations.

Customer is responsible for original and return shipping to/from CV Performance or any manufacturer.

RMAs may be obtained within the original 30 days by contacting CV Performance by email at: info@cv-performance.com or by fax to 1-800-473-1287 (FAX ONLY).

Any RMA made under special circumstances or permission will be at the seller's discretion. A credit if issued will be subject to a 15% restocking fee. Shipping to/from the seller is excluded and non-refundable.

*NOTE: All non CVP brand products are only warrantied by their respective manufacturers where applicable and not by CV Performance. Do not return a non CVP brand product unless instructed. If a non CVP brand product is suspected of a problem or defect please contact CVP by email for manufacturer contact information or assistance. CVP will not mediate between customer and manufacturer or reseller.