

# Product Return Form



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316-300-0833  
sales@ictbillet.com

Customer First and Last Name:	
Order Number:	
Phone:	Email:
Item(s) Being Returned:	
Reason for Return:	
Technical Support Rep Spoken to (If applicable):	
Notes:	

**Warranty Information:** We carry a lifetime warranty on ICT Billet manufactured products against manufacturer defects and a 1-year warranty on non-ICT Billet products against **manufacturer** defects. We do not warranty for installation error or negligence of products. ICT Billet will ship a replacement once the defective part is received.

**Return Policy:** Our return policy is effective for 90 days after the product is purchased. If 90 days have gone by since your purchase, unfortunately we cannot offer you a refund. You are now the owner of the product. When shipping a return, we recommend using a shipping service with tracking. We cannot guarantee that we will receive your returned product.

**Restocking Fee:** Returns in good, unused/uninstalled condition will be subject to a 20% restocking fee. This covers repackaging and original shipping. You will be responsible for paying your own shipping costs for returning your item. Shipping costs are non-refundable. Items that are damaged or are unsalable will be subject to rejection of return or a restocking fee of 50% or more.

**Return items shipped with missing or incorrect invoice information:** It is the purchaser's responsibility to include all invoice and contact information with your return. Items sent without contact information/invoice information will be placed on hold for 10 days. After the 10-day hold with no contact, we will discard these items. We are unable to process returns without proper paperwork and information.