



## **Merchandise Return Authorization**

If you wish to return an item, you **MUST** contact one of our customer service representatives to authorize this return.

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You can contact us at [318-742-7353](tel:318-742-7353) or [orders@transmissioncenter.net](mailto:orders@transmissioncenter.net)

### **Return and Refund Policy:**

- You have 30 days from the day of delivery to report an issue with your order.
- All sales on electrical parts are final. No returns for any reason.
- No refunds on books, video tapes, tools and special order items.
- We reserve the right to charge a 15% restocking fee for all NEW condition parts items that are returned for the following reasons:
  1. Incomplete returns
  2. The buyer changes their mind about their purchase
  3. No longer needed/wanted
  4. Bought by mistake
  5. Better price available elsewhere
- Parts must also be in packaging suitable for resale.
- Shipping costs are not refundable under any circumstance. If there was a mistake on our part on your order, or if you received a bad part, please call us and we will send a call tag. This applies to converter and parts orders for 30 days only.
- Refunds will be given only in the same manner as original payment. This means if you use a master card to buy something then return it, we will not refund you with cash or a check. A credit will be issued on the same credit card that was used to make the purchase.

**For returns, please fill out the information below and send this paper with your return package:**

**This return was authorized by (name of representative you spoke with):**

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**Reason for return:** \_\_\_\_\_

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