

# Returns & Exchanges



1050 Cambridge Square, #A  
Alpharetta, Georgia 30004

Customer Service

**800.397.7811**

If you have received an item that does not fit properly or needs to be returned for another reason, you must fill out this form to expedite your return or exchange. Packages returned without this form, damaged, or in unsaleable condition will be refused and sent back to you COD. **If your order was originally a COD order, please call for a shipping total and send money order with return for this amount.** There is a restocking fee of up to 25% on items not returned within our 45 day grace period. Custom & special order items are not returnable unless defective. Electrical items are not returnable.

**1** Please pack item to be returned in original packaging. As the shipper, it is your responsibility to ensure that the item is properly packaged and insured. Ship the package in a way that you are provided a tracking number or a signed receipt. If you are returning an item due to our mistake, we will only credit normal shipping charges. This excludes packing and shipping services such as Mail Boxes, Etc. Returned items must be in original packaging or box. Please repackage all helmets in original box with helmet bag and/or foam padding. We will not be responsible for damage while in transit. In this case, you will need to file a damage claim with your shipping company.

**2** Return address:  
(No APO, FPO or P.O. Boxes)

Customer #: \_\_\_\_\_

Order #: \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_

State, Zip: \_\_\_\_\_

Daytime Phone \_\_\_\_\_

RMA# \_\_\_\_\_

**3** Please indicate one of the following:

**EXCHANGE**

**RETURN FOR CREDIT**

Please indicate exactly the items you would like in exchange (part number, color, size, quantity, etc.). If you are returning the item for credit, please explain the reason that you are returning the item.

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Customer Service/Tech Line (800) 397-7811 • Fax Line (678) 832-1100

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# IMPORTANT INFORMATION

Racer Wholesale is open Monday through Friday from 9:00 a.m. to 6:00 p.m. Eastern Time. We are closed Saturdays, Sundays and Holidays. You can reach our Customer Service Department any time during our normal business hours at 1-800-397-7811.

**How to Order:** Please try to time your order appropriately; panic orders cost you money. Order by phone, fax, mail or website. When ordering by fax or mail, you may use the order blank provided in our catalog. Please be sure that your name, address, zip code and daytime telephone number are shown clearly on the order. You can avoid shipping delays and mistakes by clearly filling out all the information on the order blank. Please call for shipping charges before ordering by mail when paying by check or money order.

**Payment:** We accept VISA, MASTERCARD, and DISCOVER credit cards. Please DO NOT send cash. Send check, credit card number (when sending Credit Card #, we must have billing address) or money order. All orders outside the U.S.A. must remit at current rate or exchange in U.S. dollars. Please make all checks payable to Racer Wholesale. All personal & company checks will be held for 10 days prior to shipment in order for them to clear our bank. To hasten the clearance of your check, please include birth date, telephone number, driver's license number and which state issued the license. To eliminate any delay, you may send a money order or a cashier's check. C.O.D. shipments will include a \$10.00 service fee and shipments must be paid in certified funds, or money orders only.

We do not carry open accounts. To save delays and expense, we require payment at the time of the order.

**Shipping: ALL ORDERS WILL BE SUBJECT TO A SHIPPING CHARGE.** All items will be shipped U.P.S., except for items weighing over 100lbs., which will be shipped by truck. If ordering by mail, call us for shipping and handling charges if paying by check or money order.

**Back Orders:** Occasionally, we will not have an item in stock for immediate shipment. We will ship you as much as possible and forward the back ordered items when they become available. If you wish to cancel a back-ordered item, please advise us promptly.

**Prices:** Prices are subject to change without notice. All invoices will be priced at the current prices.

**Returns:** All returned merchandise may be subject to a restocking charge of up to 25%. All returns must be received within 45 days of receipt of merchandise. Include a copy of the invoice with a return form or memo describing any problems or reason for return, or if an exchange is to be made, please include exactly what it is to be exchanged for. Customer is responsible for ALL shipping costs. If you are exchanging an item, the exchange will be processed, shipped and charged to you the same as the original order. Please repack all items so that they will not be damaged in shipment. Packages returned without this form, damaged, or in unsaleable condition will be refused and sent back to you COD. **If your order was originally a COD order, please call for a shipping total and send money order with return for this amount. We are not responsible for freight damage on return shipments.** Also insure items appropriately.

All items not returned properly are subject to a minimum 20% restocking fee or refusal.

If you receive an order that is damaged in shipment, please retain all boxes and packing materials. Contact us as soon as possible and we will have the shipper inspect and pick up damaged items. We will reship the items as soon as we receive and inspect the damaged items.

Please fill out the form on the other side of this document to expedite your package. NO RETURNS OF ANY TYPE, FOR ANY REASON, ON ELECTRICAL PARTS OR SPECIAL ORDERS (other than defects on arrival).

When returning an item, prominently display the address label on your package and ship it prepaid and in resellable condition to us. **Resellable condition means that the item must be UNUSED, in its original undamaged packaging.** All returns must be made within 45 days of receipt and will be subject to a restocking fee if the return is not due to defective merchandise or an error on our part; this charge will be deducted from your credit. We will not be responsible for damage while in transit; in this case, you will need to file a damage claim with your shipping company.

**Guarantee:** Most of the items in our catalog carry a manufacturer's warranty. Upon written request, we will provide you with such warranty information. The guarantees of most manufacturers cover material and workmanship of their product, but do not cover failure of their product, due to misuse, faulty installation or failure of a related part. No warranties of merchantability of fitness for particular purpose, or affirmation of fact, or the warranty, expressed or implied, other than any available manufacturer's warranties are extended or granted by Racer Wholesale.

**Liability:** Our liability is limited to the original purchase price of the merchandise.

**MOTOR RACING IS EXTREMELY HAZARDOUS. DATH OR INJURY WILL OCCUR. THE PRODUCTS WE SELL HAVE NO WARRANTY OR REPRESENTATIONS MADE WITH ABILITY TO PROTECT AGAINST INJURY OR DEATH. THE USER ASSUMES THAT RISK, MOST OR ALL OF THE ITEMS WE SELL ARE FOR OFF ROAD USE ONLY AND ARE NOT APPROVED OR RECOMMENDED FOR STREET USE. RACER WHOLESALE IS NOT RESPONSIBLE OR LIABLE FOR ERRORS OR OMISSIONS. PRICES SUBJECT TO CHANGE.**

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