This authorization for return is not a guarantee of credit or replacement. Credit or replacement will only be issued if the returned merchandise is received unused, in sellable condition and within the specified time frame (please refer to the Return Eligibility section in our Return Policy). Your Invoice # is located in the top left-hand corner of your invoice.

**1.** Please complete the form below in its entirety. Provide as much information as possible to process your return. Please list each part number, quantity, description, and reason for each item being returned

**2.** Return the merchandise in the manufacturer’s original box and packing with this form inside the box. This should be done within the time frames given in the Return Eligibility section

**3.** No returns will be accepted on merchandise over 30 days

**4.** We will not accept any COD shipments for returned merchandise. COD return packages, or any bill recipient packages will be refused

**5.** The cost of the return shipping is to be prepaid by customer. Shipping charges will not be refunded unless item was received damaged or defective, or an error was made on our part when processing your order

**6.** Returns can be taken directly to any Ramy Automotive Showroom near you or returned by the original shipping method to our Dubai Showroom:

**Address:** 28 23B Street, Al Quoz Industrial #4, Dubai, UAE

**P.O. Box:** 12932

**Phone:** +971 4 2698138

**Email:** [sales@ramyautomotive.com](mailto:sales@ramyautomotive.com)

**7.** Exceptions to our Return Policy include, labor or installation charges (refunds will only be given on parts), tires and wheels that have been mounted and or installed, opened electrical items such as computers, programmers, wiring kits, etc., sale or clearance items, items that have been installed or custom painted and special ordered Items

**8.** If your refund request is approved based on the Return Policy, then your refund will be processed, and will be done through the Original Mode of Payment. Please note that a restocking fee may apply as per our Return Policy

|  |  |
| --- | --- |
| Invoice #: | Vehicle Make: |
| Return Date: | Vehicle Model: |
| Name: | Vehicle Year: |
| Physical Address: | Engine Size: |
| Email on Account: |  |
| Phone # on Account: |

Items to be returned:

Additional Comments:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Qty** | **Part #** | **Product Description** | **Reason for Return** | **Preferred Return Resolution**  **(please circle one)** |
|  |  |  |  | 1. Replace 2. Exchange 3. Refund |
|  |  |  |  | 1. Replace 2. Exchange 3. Refund |
|  |  |  |  | 1. Replace 2. Exchange 3. Refund |
|  |  |  |  | 1. Replace 2. Exchange 3. Refund |
|  |  |  |  | 1. Replace 2. Exchange 3. Refund |

**For Staff use only**

Resolution: