

# RETURN MERCHANDISE AUTHORIZATION FORM

Call (802)487-1000 for an RMA # and fill out the form below and include with the return

## Returns

Merchandise return claims must be made within 10 days of confirmed delivery date by tracking number. Al's Snowmobile will have sole discretion as to the credit method, **store credit or exchange only**. (Some manufacturers have implemented returns restrictions that prevent Al's Snowmobile from being able to accept returns or offer exchanges on their products.) No refunds will be given on closeout or clearance items.

All products being returned must be 100% complete and must be returned with original packaging. **All returns must be pre-authorized** by an Al's Snowmobile representative and must include a Return Merchandise Authorization number **RMA#**, a return form, and the original invoice. A 20% restocking fee plus return freight applies to returns. We will not accept anything returned to us COD.

**No returns on electrical parts (new or used), video's, open gasket sets, anything that was special ordered (like new oem parts), or any part that has been modified in any way. All returns must be received within 14 days of the RMA # issue date or it will not be accepted.** Any return we receive without an RMA # will be documented and returned to you.

**Postage and handling charges**, both to and from our warehouse will be **paid by the customer, and is non-refundable**. We suggest you use a "traceable carrier" that can provide proof of delivery, Al's Snowmobile shall not be responsible for items returned that are lost or damaged in transit.

## Core Cylinders, Stators, Cranks, Motors

**All cores must be returned within 10 days to receive the core refund**, anything over 10 days please call an Al's Snowmobile representative to see if we will still accept the core. Cores accepted past the 10 days will be for store credit only. Core motors must be returned to us with all of the parts that we sent on the replacement motor. Core Cylinders must be good replatable or resleeveable cylinders, and they cannot be ported (**we do not accept any ported cylinders for cores**). Core credits may not be for full amount if some of your parts are not rebuildable (like broken or cracked cylinders or crank cases). Write core return number that is typed on your invoice in the space below and on address label and return within 10 days. Core cylinders received with studs & or hardware installed will be subject to a \$10 removal charge. A \$25 fee per broken stud will be deducted from your core charge. Any other damage outside of the cylinder bore itself may result in a deduction from your core charge. Return shipping charges are the customers responsibility. Core credits can take 2-4 weeks to refund back to your credit card.

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

Repack the item(s) in the original packing materials we used to ship it to you and enclose this return form and a copy of your invoice(if possible). For your convenience there is a pre-addressed return label attached at the bottom of this form to ship the package back to us. You will only need to fill in the "RMA #" "from" information and check core or return box on the label and send it back to us by mail, UPS or Fedex. Use your preferred carrier, **Al's does not pay or reimburse the shipping costs for returns or cores**. Motors cannot be sent US Mail.

\*Al's Snowmobile, LLC is not responsible for packages lost during return shipping. Please purchase insurance at your expense if you would like to protect yourself from loss.

From;

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\_\_\_\_\_  
\_\_\_\_\_

Core       Return

Al's Snowmobile, LLC  
3868 Pine Hill Rd  
Newport, VT 05855

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