

East Coast Supercharging



562 CR-539 (Pinehurst Rd)
Cream Ridge, NJ 08514
PH 609-752-0321 FAX 609-752-0320
www.eastcoastsupercharging.com

IMPORTANT

Please read this notice upon receipt of your package

Your satisfaction is our top priority. **If you have a problem, call East Coast Supercharging, LLC (ECS) at 609-752-0321 or e-mail us at "chris@eastcoastsupercharging.com" promptly.** We will work with you, aiming to resolve the issue as quickly as possible.

CLAIMS AND SHORTAGES

Upon receipt, please check the package and packing list for contents and/or backorders. **All claims for damage or shortages must be made to ECS within 5 business days of receipt.** Please have your invoice / shipping number (and blower serial number if applicable) on hand when you call. Shipping & handling charges are not refundable.

DAMAGED OR LOST ITEMS

If a part is lost (box open) or damaged during transit to you, **notify ECS at 609-752-0321 promptly. Do return any damaged part to us without and ECS authorization.** If the package has been shipped insured, file a damage/lost item report with the delivering carrier. ECS can provide you with the insurance claim information on insured shipments..

RETURNS

All merchandise is in good condition when it leaves East Coast Supercharging, LLC.
All sales at ECS are considered final and **ALL returns must be authorized in advance. A return authorization number must be obtained from ECS with 10 days of your receipt of the item in order for the item(s) to be eligible for return.** ECS may ask you to provide evidence as to why the item is being returned (i.e. Photo and written explanation /e-mail to chris@eastcoastsupercharging.com) before the items(s) are returned and/or replaced. **All returns must have an authorization number, date and name of ECS approver marked on the outside of the package.** Unauthorized and COD returns will be refused. ECS will reject all USED or OPENED item(s) for return. Any damage resulting from improper installation or use or lack of maintenance will not be covered in this policy. All wearable parts (i.e. belts, hoses, tensioners, etc.) are warranted at the sole discretion of ECS, unless they are returned promptly in original unopened packaging and in unused condition. All returns are subject to a 20% restocking charge. All returns must be shipped prepaid and insured and returned within 20 days of your receipt of the items(s) if they are to be considered for credit, refund or exchange.

PLEASE NOTE

ECS reserves the right to review your claim and determine if a store credit, refund or exchange is appropriate. ECS may withhold warranty coverage for damages caused by improper installation and any use or abuse of the vehicle, including the lack of maintenance and/or extraordinary stresses caused by street, road or track racing. The final decision for a credit, return or replacement is made at the discretion of ECS and any other OEM Supplier/Manufacturer of the part(s). ECS is not responsible for defects of other manufacturer's products or their return policies, though ECS will intercede on your behalf with OEM Suppliers/Manufacturers where possible. East Coast Supercharging, LLC is not responsible for any products that are improperly installed, installed with non-compatible equipment, abused, improperly used or improperly broken in.

CAUTION: Performance products and tuning enhancements can create high HP vehicles that are extremely dangerous and unpredictable if driven unsafely and/or by inexperienced drivers. East Coast Super Charging, LLC is only responsible for the proper function of products it sells or manufactures. ECS and its' principals and employees are not responsible for any damages, personal injury or death to any party or parties caused by racing, improper operation, accident, excessive speed or careless or reckless driving of any vehicle tuned by or fitted with performance enhancement products manufactured and/or installed by ECS or others