



### ***Your satisfaction is 100% Guaranteed!***

*For nearly 30 years, Eastwood has delighted customers by being the trusted source for vehicle restoration tools, supplies and support. We stand behind the quality of our merchandise.*

*We test products in our R&D facility.*

*Our knowledgeable tech support team is ready to answer your questions.*

*Our 98% same-day fill rate is tops in the industry. If you are dissatisfied with any aspect of your experience at Eastwood, please give us a call at 1-800-345-1178 and we'll make it right.*

## **What Eastwood Offers You**

- 60-Day Unconditional Money-Back Guarantee
- 1 Year on all Eastwood branded products
- Over 30 Years of experience in serving the hobby
- Knowledgeable, courteous customer service staff
- Technical Support Department

*Curt Strohacker, Owner*  
[PresidentsCorner@Eastwood.com](mailto:PresidentsCorner@Eastwood.com)

## **EASTWOOD COMPANY RETURN POLICY**

**Eastwood strives to offer only the best products to its customers. If an item has our name on it, we stand behind it 100%. To demonstrate this commitment to quality, Eastwood branded items offer a full 1 year guarantee. All other items have a 60 day return policy unless stated otherwise\*.**

### **RETURN POLICY**

If any item\* is not satisfactory, you may return it for a full product refund (less S&H) within 60 days of receipt. Returned merchandise must be in new condition and must include all product related packaging materials, warranty cards (not filled out), manuals and accessories. A refund or credit of the purchase price will be processed upon receipt and inspection of returned items. Incomplete or damaged items may not be refunded. See below for detailed instructions.

### **ITEMS DAMAGED DURING SHIPPING**

Your order has carefully been packed and thoroughly inspected and we hope that you are pleased with the item(s) you have selected. Despite our care in handling, however, packages do occasionally get damaged while in transit. Please check the packing list immediately against item(s) marked as shipped on front of the packing list. Report any discrepancy or damage to freight carrier/agent that delivered the product to you, and sign only for the material actually delivered. If, upon further inspection, you notice concealed damage or loss, save all boxes and packaging material and notify the delivering carrier/agent.

### **BACK ORDERED ITEMS**

Although every attempt is made to fulfill all the items in your order in a timely fashion, Eastwood occasionally runs out of stock on some items.

### **HOW TO RETURN MERCHANDISE**

1. Contact us through eBay messaging and your request will be processed by our customer service department.

2. Completely fill out, detach and return the bottom half of the packing list. (Include it inside the package, being sure to fill out the return form on the back in full.)

3. Use a strong corrugated carton. Wrap well and tape closed. Include all original boxes, manuals, accessories and packing materials.

4. Address your package using the labels provided at the bottom of the packing list.

5. Peel and affix the labels to the outside of the carton.

6. Remember to insure the package if the value warrants.

7. We cannot accept C.O.D. returns, and postage costs are not refundable.

\* Wear items (such as buff wheels, compounds, consumables, etc.) videos/DVDs and Eastwood Fender Roller may not be returned unless defective.

**FOR ITEMS WITH MANUFACTURER'S WARRANTY**

Complete warranty cards only after inspection and acceptance of the product(s).

Follow the manufacturer's warranty and service instructions.

For fastest warranty and repair service, please follow manufacturer's instructions regarding service centers.