

## AUDI collection Merchandising Aids Return/Exchange Policy

Our mission is to provide Audi Dealers with one stop shopping for Audi collection Merchandise, Merchandising Aids and Event Product as well as the highest level of customer service in the industry. If you are not completely satisfied with your purchase, you may make a return for an exchange or refund at any time.

Contact our Dealer Concierge at [concierge@audicollectionusa.com](mailto:concierge@audicollectionusa.com). We will be happy to answer any questions you may have and work with you to handle your exchange or return. We can be reached, Monday through Friday, 8:00 am to 5:30 pm EST, excluding holidays.

Prior to returning your merchandise, please contact a Dealer Concierge to obtain a Return Material Authorization number (RMA). When you call, please have your original packing slip ready for reference. Our representatives will process your request and provide you with an RMA. In order to expedite the process, we recommend that a copy of your original order is placed in the box and your RMA number is posted on the outside of your package in the ship to information area. If you wish to exchange your item, please notify the Dealer Concierge at this time.

You must contact us on credits or exchanges within 30 days of receipt of your merchandise. All claims for damages due to transit must be made with the carrier when you receive the merchandise. All original packaging and/or boxes that your merchandise was shipped in must be retained for this claim.

No returns will be allowed on discontinued items, specially marked items, Limited Edition Merchandise, free promos, seasonal sales, custom or personalized goods. All returns must be in their original packaging and in like new condition to receive a full credit.

Returns will not be allowed if you exceed your allotted 6% return allowance earned on stock order purchases.

**Damaged/ Defective/Mis-shipped:** Damaged/defective or mis-shipped merchandise must be claimed to Audi collection within 10 days of receipt of the order. Please contact Dealer Concierge at [concierge@audicollection.com](mailto:concierge@audicollection.com) with these errors and we will assist you in a quick resolution.

**Even Exchanges/Credits:** If you wish to exchange your item, notify the Dealer Concierge when you call in for a RMA. To expedite your exchange, we will place a new order for the exchanged item ASAP. When your replacement item ships out you will be charged for that item and then credited back for your return once your exchange is received and processed. All customer return shipments to Audi collection will be at the cost of the customer. If the customer wishes to exchange merchandise on the order, Audi collection will ship out the new order at \$0 shipping cost. We recommend all returns to Audi collection be shipped using UPS or USPS. Audi collection is not responsible for returned merchandise lost in transit to Audi collection.