



MINI MANIA SATISFACTION GUARANTEE

Our policy is and has always been to satisfy every customer. If you are not completely satisfied with your Mini Mania purchase, return it for a replacement, credit or a refund. Limitations apply. Details can be found in our Product Return Policy, or at www.minimania.com/policies.cfm

RETURN INSTRUCTIONS:

1. Determine Return Eligibility

Returned items must be in original condition, in original packaging, unused, unmarked, never installed and re-salable, with all documentation and packaging intact to be eligible for refund or credit.

Electrical Components, VHS Tapes, DVDs, Software or Software Devices, Books and Special Order or Custom Built Items are not accepted for return.

2. Contact us for a Return Authorization Number (530-470-8300)

RA No.

Call Mini Mania right away for an RA No., with invoice in hand. A return authorization number will be provided for eligible returns. Mini Mania will refuse unauthorized returns.

Include a copy of the original invoice in the box, including this completed return form. Do not include the name of the Sales Tech who provided the RA No. unless instructed to do so, or return processing may be unnecessarily delayed. Clearly print the RA No. on your package and in the space provided above.

Ship PREPAID, TRACEABLE and INSURED to the address below. A copy of the original order and this form must accompany all returns.

3. Mini Mania must receive returned items within 15 days of your original receipt to be eligible for a full refund. Items received between 15 and 45 days from date of receipt, or received without a copy of an Invoice, Return form and RA Number are subject to a 15% restocking fee, and are eligible for store credit only. Returned items are subject to inspection prior to issuance of refund or credit.

4. Please tell us the reason for your return. Check appropriate box(es).

- Wrong Part Ordered Did not order item Does not fit application
 Core Return Other (explain) Product is not what I expected (explain)

5. How should we handle your return credit:

- Leave **Credit** on my account to be used at a later date
 Refund my original form of payment (available only if returned within 15 days of receipt).

6. How can we contact you: Use contact information shown on enclosed Invoice.

Name _____

Address _____

City _____ ST _____ Zip _____ email _____

Daytime Phone () _____ Evening Phone () _____

From:

Ship Prepaid and Insured to:

Mini Mania, Inc. Attn. Returns Dept.
870 Gold Flat Road, Suite A
Nevada City, CA 95959

RA No. _____

SHIPMENT PROBLEMS?

Product shipped by Mini Mania is properly packaged and protected; therefore, damage in transit is the responsibility of the carrier. If a package appears damaged when you receive it, indicate the condition of the package on your receipt from the carrier. If the damage is discovered upon opening the package, notify the carrier and Mini Mania immediately. Damage claims are handled through the carrier. Be sure to retain packing materials for carrier inspection.

Claims for missing items or error in shipment must be reported with 5 days of order receipt.

BACKORDERS

We endeavor to stock most of the items we sell. For Classic Minis, parts are frequently in limited supply and are difficult to keep on hand. Shipment of items backordered is dependent upon our obtaining them from our various suppliers, many of which are overseas. Consolidated air freight shipments are made to us bi-monthly from the UK, which means obtaining the parts you order may take up to two shipment cycles (4-6 weeks). After 60 days has elapsed we may notify you that an item(s) cannot be obtained and has been removed from your order. Please contact us if you would like us to re-order, as some items can become available again later.

Be sure to contact us if you wish to cancel your backorder to avoid unnecessary shipping and restocking charges once the item(s) you've ordered is shipped

PRODUCT RETURNS POLICY

We at Mini Mania value your satisfaction. We back up every sale with our Satisfaction Guarantee: If you're not fully satisfied with our products or service, we'll refund the purchase price.

Please follow the instructions below carefully to ensure your return is accepted and processed promptly:

1. Returned items must be in original condition, in original packaging, unused, uninstalled, unmarked and re-salable, with all documentation and packaging intact to be eligible for refund or credit.

Electrical components, VHS tapes, DVDs, Software or Software Devices, Books and Special Order or Custom Built Items are not accepted for return.

2. Call Mini Mania right away for a Return Authorization Number (RA#), with invoice in hand, Mini Mania will refuse unauthorized returns. If possible, speak with the Sales Tech who took your original order. A return authorization number will be provided for eligible items.
3. Include a copy of the original invoice in the box including the completed RA form included with the original shipment. Write the RA# on the return form in the space provided. On the shipping label, indicate the RA# and your Customer Number. Do not include the name of the Sales Tech who provided the RA# unless instructed to do so, or return processing may be unnecessarily delayed.
4. Mini Mania must receive returned items within 15 days of your original receipt of the product to be eligible for a full refund. Items received between 15 and 45 days from date of receipt, or received without a copy of any Invoice, Return form and RA# are subject to a 15% re-stocking fee, and are eligible for store credit only. Returned items are subject to inspection prior to issuance of refund or credit. Credits or exchanges cannot be issued for used or incomplete returns. Items determined as ineligible for credit can be shipped back to the customer upon request, at customer's expense. Unclaimed ineligible return items may be disposed of after 30 days.
5. Send your package, pre-paid, insured and traceable to:

**Mini Mania, Inc Attn: Returns Dept.
870 Gold Flat Rd., Suite A
Nevada City, CA 95959**

Package your return merchandise carefully. Credit will not be given for returned merchandise damage incurred in transit.

No UPS Call Tags will be issued. With the exception of returns caused by our error, shipping costs for returned items are the buyer's sole responsibility. We do not accept returns shipped to us "COD Freight", nor do we pay outgoing freight charges.

Please allow up to 3 weeks for your return to be processed and credit applied or refund issued. Credit may take up to 2 billing cycles to appear on your Credit Card statement.

Refused shipments returned to Mini Mania do not automatically qualify for credit

- 870 Gold Flat Rd. • Nevada City, CA 95959 • Tel. 530.470.8300 • Fax 530.470.8388 • Orders 800.946.2642 •
• www.minimania.com •