

Motorcars, Ltd. / British Parts International
8101 Hempstead Rd.
Houston, Tx. 77008

Return Procedures

**YOU MUST CALL CUSTOMER SERVICE AT 1 800 231 6563 EXT. 129
TO OBTAIN A RETURN AUTHORIZATION PRIOR
TO RETURNING ANY PARTS – EXCLUDING CORES**

Cores can be returned using your original invoice number as the return authorization number. Cores must be complete , in rebuildable condition and in the original packaging.

Write the return authorization number on the outside of your package and/or in the space provided on the PRP label, and include copies of both our return authorization form and your original invoice.

ALL OTHER RETURNS REQUIRE PRIOR AUTHORIZATION
Packages received without a RA # on the box will be set aside and discarded after 30 days if unclaimed.

Salvage parts, electrical parts, books, manuals, cds , tools and special order parts are not returnable.

New and remanufactured parts are returnable for 30 days and are subject to a 15% restock fee. After 90 days parts are not returnable.

Defective parts must have complete warranty information on the return authorization form.

Packages damaged in shipping must be noted upon delivery. Contact our customer service department to initiate a damage claim, and keep all packing materials for inspection. Failure to report damage and keep packing materials will void any freight claims with both the carrier and our company.

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Return Authorization Form

Return Authorization number _____

Customer number _____

Original Invoice Number _____

Part Number Being Returned _____

Description _____

Reason for Return (circle one)

Core Defective* Ordered Wrong Received Wrong

 Damaged Mislabeled

*All defective parts must have complete warranty information

VIN _____

Year _____ Make _____ Model _____

Installation date _____ Mileage _____

Failure date _____ Mileage _____

Reason for Defect _____

Customer Service 1 800 231 6563 ext 129