

# Returns and Refunds Policy

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**Univair reserves the right to limit or refuse returns or refunds for any reason.**

NOTE: If you received a part that was damaged during transit, please refer to our help article titled "[Lost, Stolen or Damaged Shipments](#)" for details on how to start the claims process.

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## Return Window

Unlike most retailers, Univair does not have a return window. We will accept returns for any item purchased from us at any time [provided the returned items meet the requirements listed below.](#)

## Conditions For Returns

1. **All returns must be authorized in advance by calling or emailing the Univair sales department.** No refunds will be given for merchandise returned without prior authorization from Univair. To request a return, we will need your name, phone number, order number, the part numbers and quantities of the items being returned, and the reason you are returning them.
2. **A copy of your original invoice must be included with your return.** We will not process a refund without it.
3. Univair accepts returns on UNUSED parts and products only. Returned items must be in resalable, unaltered, usable condition. Univair will not accept returns or issue refunds on parts or products that have been used, installed, altered, or require repairs to be serviceable.
4. Univair does not accept returns for parts that were not purchased directly from us. Univair parts purchased through another retailer must be returned to them in accordance with their return policy.
5. Shipping costs will not be refunded, fully or partially, even if the entire order is returned.
6. Customer is responsible for paying the shipping costs on returned items.
7. A 10% restocking fee will be deducted from the refund amount if it is determined that Univair is not at fault.
8. **PRODUCTS SOLD AS KITS:** Kits must be returned with all parts, hardware, instructions, tags, labels, manufacturer's packaging, etc. included. **Univair will not issue refunds on kits returned to us with missing items.** Kits returned to Univair with missing items will be shipped back to the customer at customer's expense.
9. At our discretion, a refund may be issued without requiring a return of the product(s). In this situation, note that Univair does not take ownership of the refunded items. Disposal of the refunded items becomes the

responsibility of the customer, including any associated disposal costs.

## Merchandise That Cannot Be Returned

- Any part or product that has been installed, used, tested, or altered by the customer
- Any item that has a shelf life (hazmat products, paints, dopes, lubricants, solvents, batteries, etc.)
- Kits missing pieces (see #8 above)
- Parts or products sold with a Supplemental Type Certificate (STC)
- Atlee Dodge parts and products
- Manuals, books, blueprints, drawings, DVDs, CDs, and video tapes
- Products cut to size at customer's request (sheet metal, acrylic sheets, tubing, etc.)
- Non-stock items special ordered at customer's request
- Univair Gift Cards (see our [Gift Certificate Terms and Conditions](#) article for details)
- Clearance sale items
- Anything sold in "AS IS" condition (for example, used or refurbished parts)

## Orders That Received Free Shipping

If a returned item drops the original order value under the threshold for the free shipping promotion (below \$300.00 for ground or \$3,000 for freight), you will owe Univair the shipping fees for the original shipment. These shipping costs will be deducted from your refund. If the shipping costs exceed the amount of your refund, you agree to let Univair charge the difference to your credit or debit card on file.

## How We Process Refunds

**Refunds can take 4 to 6 weeks from the date we receive the returned items.**

1. Refunds will not be issued until all returned items have been received by Univair and inspected for damage, alterations, missing pieces, etc.
2. Orders paid by **credit card** or **debit card** will be reimbursed on the same card you used for payment.
3. Orders paid by **check** or **cash** will be reimbursed by check mailed to you via the U.S. Postal Service.
4. Orders paid through **PayPal** will be reimbursed to your PayPal account if the return occurs within 6 months of the payment date. After 6 months, we can only issue a refund by check or store credit.
5. Orders paid by **wire transfer** or **Univair Gift Card** will be reimbursed with store credit only.
6. Univair does not offer refunds (either full or partial) on shipping charges for any reason.

## Return Policy Abuse

Univair monitors return activity and reserves the right to limit or refuse a return, exchange, or refund in all instances. Univair also reserves the right to refuse to conduct business with any customer for abusing our return policy. Determination of abuse will be made on a case-by-case basis, and entirely at Univair's discretion.

## How To Initiate A Return

You can start the returns process by calling our sales office during regular business hours (303-375-8882). Or if you know your assigned salesperson's email address, you can email them directly to start a return. Our salespeople will help guide you through the returns process and answer any questions you may have.

