

Akins tires & Automotive

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SHIPPING, RETURNS and CANCELLATIONS

Returns or Exchanges:

To return or exchange an item, please call 559.233.4141 and ask for a Return Authorization Number (RA #). Merchandise cannot be returned without a Return Authorization Number (RA #) from Akins Tires and Wheels. A customer service representative will then walk you through the steps for your return or exchange.

Return or Exchanges: Terms and Conditions

There are no returns or exchanges on merchandise in used condition, damaged condition, or otherwise in any condition that is not brand-new. There are no returns if wheels has been mounted and no returns if customer changes his mind or dislikes what he has ordered. Special orders are not eligible for any refunds or cancellations.

Return or Exchanges: Packaging

Merchandise must be securely repackaged in accordance with our return instructions before they are returned to us. Any damages occurred during the shipping will not eligible for refunds or return.

Wheels Do not fit - NO COST

There are many factors that determine wheel fitment , including the all-mysterious "custom or modification factor" bolt pattern, offset etc. In accordance with our 100% fitment guarantee, Akins Tires and Automotive will pay 100% of the costs to ensure proper fitment or exchange for a different application of the same product to ensure proper fitment. Exchanges are accepted if the merchandise does not fit the vehicle properly. *The Customer is responsible for disclosing (at the time of sale) all modifications to the vehicle to be eligible for No Cost Exchanges.*

TIMING: If your product has a fitment issue, you must contact us within 24 to 48 hours of merchandise delivery to report the issue.

Shipping Damage - NO COST

In the rare occasion that your order does get damaged during shipping, Akins Tires insures all its product before shipping. We can exchange your damaged product through insurance and send you out a new product once the damage claim had been processed and the damage merchandise has been returned. As soon as you notice the damage contact our Customer

Service and the Shipper. You will be asked to email pictures of the damage at akinswheels@gmail.com and then once claim has been filed then order will be shipped as soon as the damaged product arrives at our location. Save all packaging material for UPS carrier inspection or any other shipper if used. The UPS carrier will then pick up and inspect the damaged merchandise to return to us.

TIMING: If your shipment has arrived damaged, you must contact us within 24 hours of receipt to report the damage.

Wrong Merchandise Received - NO COST

If Akins tires ships the wrong merchandise, we will pay 100% of the costs to get you the right product.

TIMING: If you receive the incorrect product, you must contact Get Your Wheels within 24 hours of receipt to report the issue.

Just Don't Like the Merchandise Exchange

If you don't like how your wheels or tires look, you can exchange them for another wheel or tire unless or under some circumstances like if it's a special order wheel or tire then there are No returns or exchange. For regular orders for the exchange, customers will be responsible for UPS shipping charges to and from Akins Tires (varies on the weight and size of the boxes, additional charges apply for international orders), as well as any difference in price plus all applicable duties and taxes. If the exchange is for a Wheel + Tire Combo, the customer will also have to pay \$80 mounting and balancing fee plus restocking fee.

There are no returns on merchandise, which has been customized to meet the Customer's application requirements.

TIMING: If you don't like the look of your wheels or tires, you must contact Akins Tires within 24 hours of receipt to report that you do not like the merchandise and customer will be responsible for return shipping cost of the merchandize

Returns: Policy

If you wish to return your order, we will need to be notified within 24 to 48 hours of receiving your order.

Returns: Fees

In the case where a customer prefers a return for refund, instead of an exchange, and the merchandise is returned in new condition, the customer will be a charged a 25% restocking fee plus shipping charges to and from Akins Tires (additional charges apply for international orders). The restocking fee also applies to shipments that are refused. If the return is for a Wheel + Tire Combo, the customer will also be assessed \$80 dismounting fee for all wheel sizes.

Returns: Packaging

Merchandise must be securely repackaged in accordance with our return instructions (Return Authorization Form) before they are returned to us.

Order Cancellations

Please understand that Akins Tires and Automotive prepares each order especially for you, the customer. Even before the merchandise is delivered to you, these items incur shipping, warehouse, and administrative costs. Mounting and balancing, for example, takes a great deal of time and care. Also, many times special orders have to be especially shipped from the manufacturer to our facilities to complete your order. As a result, order cancellations prior to shipping shall be charged a 20% cancellation fee. If the wheels are a special order than the order is not available for cancellation.

In case of returns or any other cancellation then there will be a 25% restocking fee applied of the total amount + shipping and handling both ways. No returns on special orders. Refused shipment (any reason) will not get a refund. If customer wants to return the merchandise must return within 24-48hours days of receipt and it must be in original packing with proper RA#. If you mount the tire on rims there will be no return. Any signs of usage or damage will not be returned or will be considered.

The good thing is that you did buy from Akins Tires and Automotive, and in an effort to satisfy every customer; by assuring wheel and tire inspection before shipping, proper packaging and ensure correct fitments.

Refunds and Credits: Generally

Credits will be issued to the credit card or Financing used on the order. If cash, money order, check, Western Union, or wire transfer received payment, Get Your Wheels will refund by check to the shipping address. Please allow 7 to 15 business days for the credit to reflect on your credit card statement.

Credits: Missing Parts or Incomplete Labor

If part are missing contact us and new parts will be sent out ASAP.

TIMING: Shortages in missing parts must be reported to us within 24 hours of receiving the original order.

For balancing issues, the customer has 7 calendar days to report the problem to get credit or refund for only the paid labor cost of the balance.

Manufacturers Warranties

All merchandise sold by Akins Tires and Automotive is sold in brand new condition, and is covered by manufacturer warranty. The manufacturer warranty coverage relationship exists

directly between, and only between, the manufacturer and the customer. Even though Akins Tires has no duty to become involved in manufacturer warranty claims, our Customer Service Department will still be happy to assist you in communicating and helping you receive a manufacturer warranty, from the manufacturer. Other than applicable manufacturers' warranties, there are no other warranties, express or implied, including any warranty of merchantability or fitness for a particular purpose.

The Customer is liable for roundtrip shipping cost for any issues concerning manufacturer's warranty. There are no warranty on low profile tires and Cracking or bending of wheels which mostly occurs in case of impact, potholes or accidents.