

Cory Kraft
UnderCover, Inc.
866.900.8800
LUX Warranties and Returns
May 23, 2012

1. Make sure your customer checks the part number and paint code before cutting the bands on the box. The bands on the box ensure the integrity of the product. The paint code and part number is listed on the exterior of the box. **The cover will not travel back to warehouse with cut bands if it has been incorrectly ordered.**
2. If the customer cuts the bands and the distributor is to take it back without an RMA, for any reason, the distributor is liable for any damage to the cover.
3. This is not a perfection program. The customer is responsible for buffing out any minor scuffs. Our customer service dept will be happy to walk them through this process if they have questions they/you can contact David Lyons (ext 408) or Chris Lundberg (ext 406) in Customer Service if this occurs.
4. If the customer has a problem with paint they are to contact the above in customer service. All paint issues will be addressed on a case by case basis. Our goal is to handle all issues in the field so you don't have to return any covers. **We will do our best to make your customer happy.**