**Online Order Process** 

Once your order has been placed, you will receive an e-mail confirmation letting you know that your order is being processed. Once processed, you will receive a second e-mail that will notify you when your items are being shipped. Should you need any additional assistance please feel free to <a href="Contact Us">Contact Us</a> and one of our Sales Representatives will promptly respond to any questions you may have.

Orders are processed within 24 hours of being received. Most orders typically ship within 24-48 hours after being processed Monday through Friday. On some occasions we may have a back order on a particular items which could cause a delay in shipping your order. In the event this should happen, you will be notified via e-mail on the status of your order and the expected delivery date.

Any additional requirements or special handling notes should be added to the comment box at the checkout process. If required a BRP sales representative will contact you to provide further assistance and answer any questions you may have.

Order by Phone

To order by phone Monday through Friday 8:30 am to 5:00pm MST (Mountain Standard Time)

Ph. # 719-633-8133

Toll Free #: 800-834-9363

**Delivery Options** 

All orders are shipped from Colorado Springs, CO. Shipping and delivery times will vary depending on your location. We do not offer Saturday delivery on orders placed on line. Should you require Saturday delivery please <a href="Contact Us">Contact Us</a> and we will be happy to quote you a price?

We offer the following UPS shipping options:

- Next Day Air Early AM
- Next Day Air

- Next Day Air Saver
- 2nd Day Air
- 3 Day Select
- Regular UPS Ground

Please select the shipping option during the checkout process. The cost of each shipping option will be displayed. Sorry No COD Deliveries!

UPS Ground shipping is the most inexpensive method but is not guaranteed within a specific delivery time. Regular shipping within the United States takes 1 - 5 business days depending where you are located in relationship to our Colorado Springs facility. Orders placed before 2PM MST generally ship the same day. Orders placed after 2PM MST will ship the following business day.

Orders shipped other than UPS Ground are guaranteed for their service after the product leaves our warehouse. Order processing time is still needed even with express shipping.

- Next day air is guaranteed the next business day after it leaves our warehouse.
- 2-Day air is 2 business days after it leaves our warehouse.
- 3 day is 3 to 4 business days after it leaves our warehouse.

Express shipping is non refundable if not delivered on time, instead you will be issued a store credit toward a future purchase for the express shipping amount.

We ship by United Parcel Service for shipment accuracy and consistency. They are the most reliable carrier. If you need to arrange for an alternate shipping address or to discuss alternate shipping options please <a href="Contact Us">Contact Us</a> and we will promptly respond to any questions you might have.

**International Orders** 

INTERNATIONAL ORDERS MAY REQUIRE ADDITIONAL SHIPPING CHARGES AND TIME IN TRANSIT.

Due to certain variables such as box size and weight our shipping module may not calculate exact International shipping rates. Therefore when International orders are placed the customer will be notified via email of the accurate shipping cost for UPS or our alternate shipping method for International orders US Mail. In most cases it is more cost effective to ship via US Mail for international orders. If you have a preferred shipping preference (US Mail or UPS) please specify in the customer notes section when placing your order.

#### **Duties**

Some countries charge duties or fees for purchases made out of the country. These charges are solely the responsibility of the customer.

### **Canadian Orders**

Orders to Canada will be shipped through either US Mail or UPS Canada Standard. All Canadian orders require the customer to pay duties and or taxes at the time of delivery. BRP is not responsible for these fees. All duties and fees are solely the responsibility of the customer. Orders shipped via US Mail will be shipped 1-7 days from the day of fulfillment. You will receive a confirmation e-mail that will notify you when your product has been shipped.

## **Damaged Shipments**

Occasionally things get damaged in the shipping process. If you have received an order that has been damaged, please advise the shipping carrier of the damage before you sign for the parcel. Open and inspect the items, if you find the item is actually damaged. Please have the driver mark the parcel as damaged in their log. Please call us at 800-834-9363. We are open Monday through Friday 8:30 am to 5:30 pm CMT and can advise you on how to handle a shipping damage claim. All damage claims must be made within 2 business days from the date your package was received or dropped off. If no damaged is noted, in the carrier's system, and you call after the 2-business day timeline, no claim or action can be taken to replace your merchandise and the sale will be considered final.

After confirmation of a damaged shipment we will ship your replacement item out at our discretion and only once were advised from the shipping carrier that their claim process has been finalized. Please be patient, standard processing time is usually 8 - 14 business days.

It is important that you keep the original damaged shipping container for the carrier to inspect. They will send the UPS driver back to your drop off location to inspect the damage. Please note

that when the driver drops off your package, they note if it was damaged or in good condition. Once again if they noted no damage in their computer and you call after the 2-business day timeline. No claim or action will be taken, to replace your merchandise and the sale will be considered final.

# **Return Policy**

BRP will not accept returned merchandise without the prior approval in the form of an RMA number. Packages will be refused without a valid RMA #!! Requests must be made within 10 days of receipt of merchandise. Refused orders and/or returns made without exchanges shall be subject to a 20% restocking fee. Merchandise must be returned pre-paid. BRP will not accept any returns sent COD. Sorry, we cannot refund shipping charges for any returns or exchanges.

All returned merchandise must be in its original, new, unused and sellable condition including its original packaging, instructions, etc. Following these guidelines will prevent any unnecessary charges. Special Orders are non returnable.

To receive your RMA #, please Contact Us or call us at (800) 834-9363 M-F from 8:30 – 5:30 CMT and include the following information:

- Original order number
- Reason for return of each item
- Copy of original invoice

All returns and exchanges must have a Return Authorization Number assigned from BRP-Billet Racing Products prior to shipping the merchandise back to BRP. All returns or exchanges must be made within 30 days of original purchase. Items will not be exchanged if original packaging is opened or damaged or the item has been installed or is not in sellable condition. If merchandise is sent back to BRP and does not fall within these guidelines, no return or exchange will be granted, and the merchandise will be billed freight and sent back to you. This determination is at our discretion.

## **Exchange Policy**

Exchanges also require RMA # and as with returns shipping costs are the responsibility of the customer. Read the 'Return Policy' for information on requesting RMA #. Requests for

exchanges must occur within 30 days from the order. Exchanges will not be charged a restocking fee. Straight exchanges will be processed once merchandise is received. However, to expedite an exchange a "Purchase and Refund" process is available. No COD exchanges will be accepted and no exchanges without an RMA# will be accepted.

## **Contact Information**

If you have any questions or concerns about our policies feel free to Contact Us from the website or call us toll free: 800-834-9363 or 719-633-8133.