



# Bob's Auto Services – Return Merchandise Authorization (RMA) Request Form

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Please complete this form in full to initiate a return. An authorized RMA number will be issued only if your request meets the terms of our Return, Refund & Replacement Policy. No returns will be accepted without a valid RMA number.

## Section 1: Customer Information

- Full Name:
- Phone Number:
- Email Address:
- Shipping Address (where item was delivered):
- Order Number:
- Order Date:
- Received Date:

## Section 2: Part Information

- Part Description:
- Part Number (if available):
- Vehicle Year/Make/Model:
- VIN (if available):
- Mileage on Vehicle at Time of Installation (if applicable):
- Was the part installed? (Yes / No):
- Installer Name/Shop (if applicable):

## Section 3: Reason for Return

- Ordered wrong part
- Received wrong part
- Part arrived damaged
- Part was defective
- Core return



Changed mind (buyer's remorse)

Other: \_\_\_\_\_

Please describe the issue in detail:

(Attach photos below or via email if needed)

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#### **Section 4: Condition Confirmation**

- I confirm the part is unused, uninstalled, and in its original condition.
- I confirm the part is securely packaged in original or equivalent materials.
- I understand that shipping costs are my responsibility (unless this is a confirmed shipping error or defective part).
- I acknowledge the return may be subject to a 15–25% restocking fee.
- I have read and agree to the Return, Refund & Replacement Policy.


#### **Section 5: Required Attachments**


- ✓ Photos of the part (damaged/incorrect/etc.)
- ✓ Original shipping label (if possible)
- ✓ Copy of invoice or order confirmation
- ✓ Installer invoice or mechanic's note (if warranty claim)




## Submit Form

Email this completed form and required documents/photos to:

 [support@bobsautoservices.com](mailto:support@bobsautoservices.com)

 For questions, call (888) 811-2959

 Mon–Fri, 9 AM–6 PM PST

## Important Notes:

- Submission of this form does not guarantee approval of your return or refund.
- RMA numbers are valid for 7 business days from date of issue.
- Unauthorized, late, or incomplete returns will be refused and sent back at your expense.
- All returns are subject to inspection.