

TV Parts Guy

Your Complete TV Solution

Domestic Sales DOA Warranty:

All items sold carry a 30 day warranty against defect. In the event that an item is defective TvPartsGuy will replace item if available. Due to the unique nature of our product if an item is not available for replacement a full refund will be given. The decision of refund or exchange is at the sole discretion of TvPartsGuy.

Returns: TvPartsGuy offers a 30 day return policy on orders.

- Items returned must be in their original packaging and have an authorized RMA number.
- All items returned must be in the same condition received, free of tampering with TPG markings.
- There will be a 30% restock fee on all orders returned not DOA.

All returns received will be tested by TPG technicians. Parts found to be in working condition are subject to store credit of purchase price or refund of purchase price minus 30% restock fee.

All shipping costs are non refundable.

POLICY FOR CERTIFIED REPAIR CENTERS ONLY:

- Registered Certified Repair Centers and Technicians will have 90 days to apply for store credit of full purchase price with NO restock fee.
- All Registered Certified Repair Centers and Technicians will be given 10% off all purchases.
- To qualify you must apply by fax or email with one of the following, resale number with company name, Tax ID, Utility Bill with company name, Nesda Membership.
- No restock fee is for store credit only. Refunds for registered service center will be 20% restock fee. Store credit and refunds are based on purchase price only, excludes shipping cost.

International Sales:

- All international sales carry a 30 day warranty against defect only.
- Return shipping is the responsibility of the buyer.
- All items must be returned within the 30 day period. In the event that an item is defective TvPartsGuy will refund purchase price only. All items returned are subject to testing by TPG technicians. Any item found not to be DOA will have a charge of 30% restock fee.

All parts returned to us will be thoroughly inspected before a refund or exchange is given. Parts showing signs of tampering will NOT be refunded or exchanged. No exceptions.

The Return Process.

- If you're not satisfied with your purchase, please contact us via e-mail for an RMA number. Our e-mail address is: returns@tvpartsGuy.com. Please include your order confirmation number.
- Once you've obtained an RMA number, please fill out the return exchange form attached in it's entirety. Forms with missing information or no information will be seriously delayed.
- Package up your return and send it back to us. Our return address is below. Please pack the item carefully.
- Once we receive the return package, we will inspect and test the part. This may take 2-3 days. Once a part is tested, we will process it accordingly.
- You will receive an e-mail confirmation once your return is processed.

Please enter the following information. Any missing information will result in the delay of your return or exchange.

I am a: ☐ Business ☐ Individual

Name: _____

Address: _____

City: _____ **State:** _____ **Zip:** _____

Phone: _____ **E-Mail:** _____

RMA Number: _____

Order ID / Confirmation Number: _____

Item being returned: _____

Reason for return: _____

Please use the back of this form, if you need more space.

Describe the problem with your TV: _____

Did you install our part: ☐ Yes ☐ No

If yes, then what did the TV do after you installed the part: _____

Would you like a refund or exchange? ☐ Refund ☐ Exchange ☐ Store Credit

Our return address: 260 Paseo Tesoro
Walnut, California 91789

Telephone: 909-598-9777

I have read and I agree to the terms and conditions.

Sign: _____

PLEASE RECYCLE.

TV Parts Guy is committed to a greener and cleaner Earth. We recycle and reuse boxes and packaging materials whenever we can.