



## Return Policy

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If your order arrives and it is not right, we will fix it, we promise.

Just not happy with it? You can return any **new, unused and unaltered item (including packaging)** within 30 days of delivery of your item. We will issue a full refund to your original payment method.

### Refund Policy

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- Returned products must be in new, unused condition and include the new condition original box and/or packaging
- Once your return is received and inspected by Third Eye Design (usually within 24 hours of receipt), your refund will be processed, and a credit will be applied to your credit card or original payment method. Please note that depending on your credit card company, it may take an additional 2-10 business days after your credit is applied for it to be posted to your account.
- You are responsible for all shipping costs associated with getting your order back to our Pittsford warehouse.
- See below for instructions on where/how to get your return order back to us. All returns need an RA (Return Authorization) number and will need to be returned to Third Eye Design in Pittsford, NY.

### Return Shipping Options

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- We recommend shipping with a method which includes tracking and insurance for your return shipment. Third Eye Design is not responsible for damage to returned products incurred during shipping.
  - All shipments must be made prepaid; packages shipped COD will be rejected. **Exchanges**
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- Need to make an exchange? After you process your return, simply place a new order for the exchange merchandise. That means you'll claim the inventory and get your new gear fast!
  - If your exchange order qualifies for our free ground shipping offer it will be applied.
  - You are still responsible for return shipping costs on your original order back to us.

## **Order Cancellation / Modifications**

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- If you change your mind, act quickly! We turn around and process orders quickly.
- Orders can be modified or cancelled only while their status is labeled "Order Received." Once an order has a status of "Order Processed," it cannot be cancelled or modified, as the order has been processed by our warehouse and is in the queue to be shipped out.

## **Used or Damaged Merchandise**

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- Any merchandise which shows signs of use (wear, dirt, smell, pet hair, scuffing, mounting, installation etc.) or otherwise, is in a condition other than it was received and cannot be returned.
- Open box items for which the packaging has been destroyed or damaged are not returnable.

## **Electronics**

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- Any electronic item which has been removed from packaging or where the manufacturer seal is broken is non-returnable.
- Any item which has been installed or shows signs of attempting to be installed on a vehicle is non-returnable.
- Open box items for which the packaging has been damaged or where a manufacturer's seal has been compromised are not returnable.

## **International Returns**

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- International shipments should be marked as a "Merchandise Return" with a carrier that does not levy brokerage fees. The customer is responsible for any applicable brokerage or customs charges.
- Any items shipped with COD or having additional brokerage fees that are charged to Third Eye Design upon delivery will be rejected.

## **Warranty Returns**

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- Please see the inView Warranty document for warranty details and return process.

## **Damaged Items**

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- Please let us know ASAP if any items on your order arrive damaged. Please keep all original shipping containers and take pictures if possible. Damaged item claims are handled through the shipping carrier (UPS, FedEx, USPS, etc). We will assist our customers in these claims. We only ask that customers be patient as sometimes this process can take longer than any of us would like!

## Returns Process

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You can request a return authorization number (RA#) by sending an email to [support@thirdeyedesigninc.com](mailto:support@thirdeyedesigninc.com).

Please include your Return Authorization number with each shipment back to Third Eye Design. You have 30 days from the day the RA is issued to return your merchandise so please be sure to ship at your earliest convenience. Please do not tape anything to the original product packaging! We need to get all products (and their packaging!) back in new condition. Place all merchandise in a shipping box; you may use the original shipping container. However, please DO NOT use the manufacturer's product box as the shipping container. It will arrive damaged, and the package will be rejected by our returns department. Returns should be shipped to the following address unless otherwise noted on your return authorization instructions: **Third Eye Design, inc., Attn: Returns (RA# XXXX), 15 Schoen Place, LL, Pittsford, NY 14534**. Please retain your return tracking information. Third Eye Design is not responsible for packages lost during return shipment. You will receive a confirmation email from Third Eye Design when your return is processed which will include the full details of refund credited.