



WARRANTY

TOTAL CHAOS Fabrication products are warranted to be free from defects in workmanship and materials. This warranty is extended to the original purchaser only and does not apply if damages are caused through abuse, negligence, improper repairs, inadequate fit, modifications and alterations or if used other than the manner it was designed or intended. TOTAL CHAOS Fabrication makes no other express warranties or guarantees. Products will only be warranted within 30 days of original purchase date and must be accompanied with the original purchase receipt.

If you suspect that the TOTAL CHAOS Fabrication product contains a defect, contact TOTAL CHAOS Fabrication within 30 days of the items receipt Monday-Thursday 7am -5:30pm at 1-951-737-9682. Any purchase from an unauthorized vendor voids any expressed or implied warranty.

RETURNS & EXCHANGES - SUSPENSION SYSTEMS AND ACCESSORIES

If you are not 100% satisfied with your purchase, you can return your parts within thirty (30) days from the date of original invoice. Contact sales@chaosfab.com and obtain a Return Authorization (RA) number or call 1-951-737-9682.

- Returns and exchanges will require the original copy of your invoice to be provided and must be accompanied by an issued RA number.
- A 20% restocking fee will apply to all suspension systems and accessories.
- Parts must be new, un-installed, undamaged, and returned in its original packaging. Additional fees may apply if the parts are damaged during return transport.
- There are no returns or exchanges on special ordered items.
- Refunds will be issued the same method as the billing was processed.

Follow these simple steps for an easy return:

1. Contact sales@chaosfab.com to obtain an RMA # to reference your return request.
2. Send returns via your carrier of choice to: TOTAL CHAOS Fabrication 159 North Maple Street Unit J, Corona, CA 92880.
3. Any returns/exchange fees that apply are not covered by TOTAL CHAOS Fabrication.
4. Please keep a record of your shipment until you have received credit. We recommend that you choose a return shipping method that provides tracking capability.
5. Items valued over \$300.00 we recommend are returned with loss/replacement insurance.
6. TCF is not liable for any lost or damaged goods being returned/exchanged.

RETURNS & EXCHANGES - APPAREL

If you are not 100% satisfied with your purchase, you can return/exchange your apparel within thirty (30) days from the date of purchase with all original tags attached. For a full refund the returned items must be unworn, unused, unwashed and in the original packaging, if applicable.

Refunds: Once your return is received and inspected by TOTAL CHAOS' Return Department (usually within 72 hours of receipt), your refund will be processed and automatically applied to your credit card or original method of payment within 7 business days. Please note that depending on your credit company, it may take an additional 2-10 business days after your credit is applied the credit for it to post to your account.

Follow these simple steps for an easy return:

1. Contact sales@chaosfab.com to obtain an RMA # to reference your return/exchange request.
2. Send returns to: TOTAL CHAOS Fabrication 159 North Maple Street Unit J, Corona, CA 92880.
3. Returns/exchanges fees that apply are not covered by TOTAL CHAOS Fabrication.
4. Please keep a record of your shipment until you have received credit. We recommend that you choose a return shipping method that provides tracking capability.
5. TCF is not liable for any lost or damaged goods being returned/exchanged.



SHIPPING POLICY / CLAIMS

- TOTAL CHAOS is not liable for any damages or losses incurred during shipping. Notify the shipping carrier immediately before opening the package to start a claim. Failure to contact the shipping company can result in the loss of a claim.
- Orders over \$200.00 require a delivery confirmation signature.
- Orders will be shipped within 2-3 business days if the items are available and in stock.
- TOTAL CHAOS is not responsible for shipping carrier delays caused by weather or natural disasters.

ORDERS AND CANCELED ORDERS

- Please allow 1-2 business days to process your order.
- Canceled orders that have not shipped will be charged a 10% processing fee.
- Orders placed on the weekend will be processed the following business day.

PAYMENT AND FRAUD PROTECTION

- Please make sure your billing and shipping address is current with your credit card company or bank prior to placing your order. Non matching billing and shipping addresses will be declined.
- Orders over \$300.00 may require an e-mail confirmation for fraud protection.

