

### **Exchange Policy**

We understand that there are a great number of variables involved with selecting the right pickups for your particular needs. We do our best to provide resources; such as written descriptions, sound clips, and video samples – and of course our knowledgeable customer service team is also available to answer your questions and help to narrow down your search – however, many of these variables remain mostly unknown until the pickups can be played through your actual signal chain in real-world scenarios. Because of this, all regular stock pickups purchased directly from Lollar Pickups may be exchanged for any pickup of equal or greater value for up to 30 days from the time you receive them, just send them back to us and pay the shipping charges and the difference in retail price, if any.

All items must meet the following conditions:

- No returns or exchanges on accessories (shims, pickguards, rings, pots, caps, switches, jacks, picks, etc.), or custom/non-stock items.
- Pickups must be in **as new** condition, with all original retail packaging, not altered or damaged in any way. Any signs of alteration, damage or abuse – including, but not limited to scratches, steel wool in/on pickup, stripped screws, etc. – may void the return policy altogether, at our discretion.
- Must be accompanied by a Return Merchandise Authorization (RMA) form including an associated RMA Number.

To take advantage of our exchange policy, please follow these steps:

- 1. Contact** Lollar Pickups Customer Service to obtain an RMA number. This will need to be referenced on the RMA form as well as clearly printed on the outside of the return package.
- 2. Print**, fill out and include the downloadable RMA form. Any information not included may increase the processing time of your exchange/return.
- 3. Package** your items securely - using all original packaging materials. Be sure to include the RMA form and original sales invoice inside the return. Also, please remember to reference your RMA number clearly on the outside of the package. Any packages received without an RMA may be refused and returned to sender.
- 4. Ship** your return to:

Lollar Pickups Returns  
RMA # \_\_\_\_\_  
2312 A Street  
Tacoma, WA 98402

### **Terms and Conditions**

Lollar Pickups does not offer exchanges or returns for pickups that have been purchased pre-installed as "Original Equipment" on other manufacturer's instruments, or if they were purchased from any other seller (this includes Authorized Lollar Pickups Dealer or private sales/auction sites). If you have purchased your pickups as original equipment in an instrument or from an Authorized Lollar Pickups Dealer, all exchanges and returns are subject to their individual in-house return / exchange policy.

All items returned for refund are subject to a 15% processing fee, to be deducted from your refund. No refunds will be issued on any balance resulting from exchanged items.

Any returned items received with incomplete, incorrect, illegible information or without an associated RMA number may be delayed or denied. Please allow approximately 5-10 business days for processing, not including shipping time. All return shipping will be sent via UPS Ground or USPS Priority service. All shipping charges are the responsibility of the customer.

Lollar Pickups will not be held liable for any loss or damages incurred while your return is in transit, we suggest the use of reputable carriers that offer insurance and tracking for your package.

Any orders returned to Lollar Pickups as undeliverable, unclaimed, denied, or refused may be re-shipped at customer's expense, or will otherwise be subject to an additional \$30 restocking charge (in addition to the 15% processing fee), to be deducted from your refund. All shipping charges are the responsibility of the customer and are not eligible for refund. All orders are shipped as insured parcel, which may require a signature for verification of delivery. You will receive tracking information from the respective carrier on behalf of Lollar Pickups when your order has been prepared for shipment. Carriers may not provide notification of attempted deliveries - we suggest using the provided tracking information to follow the progress of all orders.

# Lollar Pickups

## Return Merchandise Authorization Form

Please fill out the following information completely and print clearly, include this page and original invoice with return. Any information omitted may result in increased processing time for your item(s). Please allow approximately 5-10 business days for processing.

RMA Number: \_\_\_\_\_

(If you don't have an associated Return Merchandise Authorization (RMA) Number, please contact Lollar Pickups Customer Service to attain one. No items will be processed without an RMA Number)

### CUSTOMER INFO

Name: \_\_\_\_\_

Ship To: \_\_\_\_\_

(street, city, state, zip)

Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

PAYMENT INFO  Visa  MasterCard  American Express  Discover  PayPal  Other

Card number: \_\_\_\_\_

Expiration Date: \_\_\_\_\_ CVV Security code: \_\_\_\_\_

Billing Address,  
if different than shipping: \_\_\_\_\_  
(street, city, state, zip)

### I AM SENDING:

Item / Description	Qty.	Reason*

### EXCHANGE FOR (if not exchanging, "REFUND"):

Item / Description	Qty.

\* Reason codes: 1 = Didn't like it / Not what I expected 2 = Changed mind / No longer need  
3 = My mistake - Ordered wrong / duplicate item 4 = Your mistake - Sent wrong / duplicate / damaged item  
5 = Warranty 6 = Repair 7 = Casino P90 8 = Other

Reason for sending item(s) to Lollar: \_\_\_\_\_

By signing below, you acknowledge that you have read and agree to the terms of the Lollar Pickups return policy. You also give Lollar Pickups authorization to process payment for any charges or deduct any credits necessary to process your order, such as shipping, restocking/processing fees, etc.

Customer Signature \_\_\_\_\_

Date \_\_\_\_\_