

### **Return and 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 returned or exchanged within 30-days of purchase.

All items must meet the following conditions:

- 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, and is at our discretion.
- Must be accompanied by a Return Merchandise Authorization (RMA) form including an associated RMA Number.
- No returns or exchanges on accessories (pre-wired kits, pots, caps, pickguards, shims, apparel, etc.), or made-to-order items.

Instructions:

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** and fill out this 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. Include the RMA form in the return package.
4. **Ship** 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 Dealers 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 10% restocking fee, to be deducted from your refund. Original shipping charges will not be refunded.

Any returned items received with incomplete, incorrect, illegible information or without an associated RMA number may be delayed or denied. Please allow approximately 5-7 business days for processing. 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.

# 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 5-7 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*

### EXCHANGING FOR:

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