

Refund/Exchange Policy: ASAP Roadside Assistance, Inc
URL: www.asaprsd.com

The website listed above, hereinafter referred to as "Website" is operated by the following party:

ASAP Roadside Assistance, Inc, a corporation based in the state of Missouri (hereinafter referred to as "Operator")

For any questions or comments regarding this Refund Policy, the Operator may be reached at the following contact points:

Email: services@asaprsd.com

Phone: (314) 445-8880

GOODS/PRODUCTS:

We do not offer refunds on goods or products. However, we do allow for exchanges within a specified timeframe from the date of purchase. The following are the exchange periods for different products:

- Used Tires: 7 days
- Used Batteries: 30 days
- New Tires: Covered by manufacturer's warranty
- New Battery: Covered by manufacturer's warranty

It is important to note that all exchanged items must be in their original condition, complete with the original packaging and any accompanying accessories.

To initiate an exchange, customers must present their receipt or proof of purchase and the item they wish to exchange. Our team will then examine the item to confirm that it meets the exchange criteria.

If the item qualifies for exchange, we will offer a replacement product of equal value, subject to availability. If the desired replacement product is not available, customers may opt for a different product of equal or lower value. To be eligible for an exchange the following conditions must be met:

- The item must not be used.
- The item must not be damaged by customer.
- The item must be uninstalled, in the condition the customer received it.
- The item must be returned with its original receipt / invoice.

Additional conditions:

- Customer may request an exchange if goods or products were purchased in damaged or unusable condition.
- IF A CUSTOMER HAS AN ISSUE WITH AN ITEM AFTER INSTALLATION, ASAP RA MUST BE NOTIFIED WITHIN 48 HOURS AFTER INSTALLATION WITH PROOF OF RECEIPT.

If the above conditions are not met, Operator reserves the right to reject an exchange.

Operator does not support any warranties provided by the manufacturers, nor provide any guarantees to the claims made by the manufacturers.

All **USED** tires and batteries are sold in **AS-IS** condition and without any warranty.

In case of item return, customer will be responsible for paying cost of restock, delivery, or shipping if applicable.

Returns are to be sent to the following address:

100 Chesterfield Business Parkway Ste 200
Chesterfield MO, 63005

CALL-OUT FEES:

Regrettably, refunds for call-out charges are not permitted. The call-out fee refers to the charge levied for dispatching a technician or service provider to the customer's location or to their disabled vehicle, which may be incorporated into the overall cost of the service/repair or billed as a separate fee.

SERVICE FEES:

Refunds for service charges are not accepted. The service fee is a predetermined charge added to the customer's invoice for services rendered by a business or service provider/technician.

Typically, service fees are non-refundable once the services have been provided, unless otherwise specified by management.

In instances where the services have not been rendered, such as when the customer cancels a pre-paid service before the service provider arrives, a refund may be granted in full or in part.

However, service fees will not be refunded in cases where the vehicle requested for service has been relocated prior to the service provider's arrival.

No refund will be given if the technician attempted to perform the requested service but was unable to complete it due to uncontrollable circumstances.