



Dear Valued Customer,

Thank you for your recent MRT purchase. Your business is greatly appreciated! We are dedicated car enthusiasts with over 30 years of experience customizing, racing and restoring, and we appreciate those who share in our enthusiasm.

MRT is an engineering-based company headed by Scott Hoag, former Bullitt and Mach 1 Program manager at Ford Motor Company. With our engineering roots, we at MRT understand quality, reliability, and value. It is our mission to develop and distribute new and innovative products that will make you fall deeper in love with your car.

We make sure that we keep true to our mission by applying rigorous, automotive-systems engineering to everything we sell. At the end of the day, we race our vehicles with parts that we design and test. Never will we sell you a product we wouldn't trust on our own cars.

We at MRT are dedicated to providing our customers affordable and high-quality aftermarket solutions for their vehicles. We understand car enthusiasm and do everything in our power to provide you nothing short of the highest quality.

The entire team at MRT appreciates your business, and we want you to be our loyal customer for a long time. Our return customers and those who recommend us to others drive our spirit in providing the best for car enthusiasts.

Customer support and first-hand service is always our priority. If you ever have any questions, concerns or ideas, feel free to call us at (734) 455-5807 or email us at sales@mrt-direct.com.

Sincerely,

Team MRT
www.shopmrt.com

For product instructions, please visit our website.

Questions? Call (734) 455-5807, Visit www.shopmrt.com, or Email sales@mrt-direct.com

MRT

Shipping & Return Policy

IMPORTANT: Please read this notice *before* installing any MRT product.

Always:

- Check packages for installation instructions. If missing, obtain them by visiting our website at www.shopmrt.com. Not every product includes instructions.
- Ensure that all hardware is included, if applicable.
- Be sure that any surface where adhesives will be used is properly prepped.
- Read instructions thoroughly before installing your product.
- **Note:** *MRT products should fit without much applied force!*

All products leave MRT in good condition. If you are not satisfied with your product when it arrives, contact us immediately at (734) 455-5807.

If the package is lost, opened or damaged while in transit, contact us within 24 hours of receiving the package. Please keep all original packaging. Do not contact the shipping courier directly; we will handle all damage claims on your behalf. Every product shipped from MRT is insured for full retail value. If a damaged package is returned to MRT without a claim being filed, neither MRT nor the shipping courier will be responsible for damages. **You must get proper authorization from MRT before returning your product.**

All sales through MRT are considered final, and customer service must authorize any product return. A request to return a product must have a return authorization number (RA) issued within seven (7) days of receiving the product. MRT will only accept products in good condition, and no product will be accepted after it has been installed. **All returns are subject to a 20% restocking fee.** This charge is waived if the customer wishes to exchange the product for another of equal or greater value. **All return items must be freight pre-paid.** Items must be returned within 15 days of receiving the RA, otherwise the RA will be voided, the product will not be accepted, and no refund will be given.

Credit will not be issued for unauthorized returns or COD returns. To obtain proper authorization, contact MRT Customer Service as soon as possible at (734) 455-5807. Send authorized returns to following address, and please include your return authorization number (RA) on the package.

MRT-Direct
ATTN: RA# _____
45646 Port Street
Plymouth, MI 48170

Please check which one of the following return options you choose to have processed. Note that shipping fees are not refundable.

- Issue refund to customer credit card for the original purchase amount, less 20% restocking fee.
- Retain credit balance on customer account for future purchase of another MRT product that is of equal or greater value to the original purchase amount.
- Exchange the product for another MRT product of equal or greater value.

PRINT NAME: _____ SIGNATURE: _____

DATE: _____ LAST 4 DIGITS OF CREDIT CARD : _____ EXP. DATE: _____

Thank you for your business. We look forward to serving you again!

Questions? Call (734) 455-5807, Visit www.shopmrt.com, or Email sales@mrt-direct.com