



Dear Valued Customer,

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

MRT is an engineering based company founded by Scott Hoag, former Bullitt and Mach 1 Program Manager. At MRT we understand quality, reliability and outstanding value. It is our mission to develop and integrate new and innovative products that will make you fall deeper in love with your car. We deliver on this promise by carefully applying rigorous automotive systems engineering to everything we sell. At the end of the day, we test those products on our own vehicles. Never will we sell you a product we wouldn't trust on our own cars.

MRT is dedicated to providing affordable and high quality aftermarket solutions for you. We are continually expanding our capabilities and products, offering RESTYLING, CUSTOM PAINT and REFINISHING, CUSTOM EXHAUST as well as the MRT PERFORMANCE SHOP all under one roof!

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

Customer support and service is always our first priority. Please feel free to contact us at (734) 455-5807 or email us at [sales@mrt-direct.com](mailto:sales@mrt-direct.com), with any questions you may have.

Sincerely,

Team MRT  
[www.shopmrt.com](http://www.shopmrt.com)

**\*\* If you are in need of product instructions, please visit our website! \*\***

Questions? Call (734)455-5807, see [www.shopmrt.com](http://www.shopmrt.com),  
Or Email: [sales@mrt-direct.com](mailto:sales@mrt-direct.com)



## Shipping & Return Policy

### IMPORTANT:

**READ THIS NOTICE PRIOR TO INSTALLATION OF ANY MRT PRODUCT**

#### Always:

- **Verify shipping information is correct. Incorrect data could result in additional shipping fees that will be the sole responsibility of the customer.**
- Check packages for installation instructions. If missing, obtain them by visiting our website at [www.mrt-direct.com](http://www.mrt-direct.com). Not every product includes instructions.
- Assure 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 force!*

All products leave MRT in good condition. 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. We will handle all damage claims. 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. Any request for returning a product must have a return authorization (RA) number issued within 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.** The restock fee is waived if you wish to exchange the product for one of equal or greater value. **All return items must be freight prepaid.** 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 ASAP at (734) 455-5807. Authorized returns must be sent to the following address:

**MRT-Direct**  
**ATTN: RA# \_\_\_\_\_**  
**45646 Port Street**  
**Plymouth, MI 48170**

Please check which of the following return options you choose to have processed (please note shipping fees are not refundable):

- issue refund to customer credit card for the original purchase amount less 20% restocking fee  
OR
- retain credit balance on account for purchase of another product of equal or greater value to the original purchase amount
- exchange product for another product of equal or greater value

PRINT NAME: \_\_\_\_\_ SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_ LAST 4 DIGITS OF CREDIT CARD: \_\_\_\_\_ EXP. DATE: \_\_\_\_\_

**Thank you for your business and we look forward to serving again!**

Questions? Call (734)455-5807, see [www.shopmrt.com](http://www.shopmrt.com),  
 Or Email: [sales@mrt-direct.com](mailto:sales@mrt-direct.com)