

For prompt processing please contact: Choko Authentics, The Wurlitzer Building, 908 Niagara Falls Blvd., Suite 133, North Tonawanda, NY 14120
Call: 905-642-1010 Toll Free 1-800-383-4940 Fax: 905-642-1011 Toll Free: 1-800-830-2460



Credit Terms – Choko Authentics

If you have an approved account with Choko, your Credit Terms are 30 days net (from the date of Invoice). For accounts with an outstanding balance of more than 60 days (from the date of Invoice) your account is automatically placed “On hold” until the account is brought into line with our Terms. You can still place orders; however, **no product can ship** until the “On Hold” status is removed. We will be pleased to help resolve any queries with your account.

Please contact: Zoey Yeganegi at accounting5@choko.com or call **1 800-383-4940 Ext 316**

Invoices are always sent with our product, along with monthly statements being e-mailed to the appropriate contacts on the 1st of every month. If you receive product, but no invoice, please contact Zoey Yeganegi as soon as possible.

Returns and Claims – Choko Authentics

Guarantee:

- We will repair or replace free of charge any article that proves defective in workmanship or material when subjected to fair treatment. This guarantee lasts for **three months from the date of invoice**. The date of sale is the date we sold it to you. Proof of sale will be required for any item returned.
- We retain the right to be the sole judge in the manner of goods returned because they are defective or because they appear not to have normal wear and service.
- We will pay freight for goods that prove defective or are a result of an error on the part of Choko.
- Any product returns are under the sole discretion of Choko Motorsports and may be subject to a 15% restocking fee.

Requirements for Returns

- Except for Guarantee Claims, no product will be accepted under any circumstances after 30 days from the date of invoice. Such item returns are under the sole discretion of Choko.
- No returns will be accepted without a Choko **Return Merchandise Authorization**.
*A Return Merchandise Authorization # can be obtained by calling Choko Customer Service at 1-800-383-4940.
- All items returned must be clean, unworn and in its original packaging.
- Product must be returned via **GROUND** or product and freight charges will be denied.
- The **Return Merchandise Authorization** must be **clearly marked on the outside of the package**.
- A copy of the original invoice must be sent with the product.
- Merchandise must be returned within 7 days of receiving our Return Merchandise Authorization.
- All garments being returned for repair must be washed or dry-cleaned or the repair will not be done.
- All garments being returned for repair must have the necessary repair clearly identified.
- Custom orders are not returnable.
- Short shipments must be called in within 5 days of receiving the product.

In our continued efforts to improve customer service, we can add to existing orders up to 24 hours after receipt. Orders received after this timeframe will be treated as new orders and shipped accordingly.

Choko reserves the right, subject to notice to Buyer to adjust published prices to reflect changes in global cost structures that affect the overall cost of merchandise.

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