

5 Star Shine Return Policy

You may return an item or items for a full refund minus shipping and handling charges within 45 days of the date the order was placed. *See exceptions below. To return an item, you must fill out the form at the bottom of this page and mail it to us along with the item(s) you are returning.

All returns **MUST** be sent to the address below with a delivery tracking number so that delivery to our warehouse can be confirmed.

Please keep a record of your tracking number in case your package is lost in shipment. All Returns must include this completed form in the package. Returns are usually processed within 3 to 5 business days and refunds will be credited back to the method of payment used to place the order. **NOTE!** It may take the bank as much as 7 days for the refund to reflect on your account.

***Items that Can Not be returned**

Custom-made items can not be returned. These items are made specifically for your vehicle. Custom items include car covers, seat covers, floor mats, dashboard, front end and sunshields. Please verify that the information provided for a custom item is correct before placing your order. Custom items are noted as such on the product page. We can only accept returns on custom items in the event of a manufacturer defect or error.

Exchanges

Please email us using our [contact form](#) and tell us what item you would like to exchange and what item you would like instead. All Exchanges must also be accompanied by the filled out form below and included in the item(s) you are exchanging. Upon our receipt of the returned item, we will ship out the new item. You will be credited or charged the price difference, less shipping, to the original form of payment.

Defective and Warranted Items

Please email us using our [contact form](#) and tell us what item or items are defective and a brief description on what is defective. and tell us what you would like us. We could either ship you another product or issue you a refund to do you would like to exchange and what item you would like instead. All Exchanges must also be accompanied by the filled out form below and included in the item(s) you are exchanging. Upon our receipt of the returned item, we will ship out the new item. You will be credited or charged the price difference, less shipping, to the original form of payment.

