

Thank you for your Simoniz Detail Direct store order.

Our mission is to provide an enjoyable shopping experience and to make sure our customers are satisfied with their purchases at the Simoniz Detail Direct store. We will work with you on replacing or repairing any defective, incorrect or damaged items.



Step 1: Please fill out the following information

Customer name _____

Order number _____

Shipping address _____

Daytime telephone number _____

Email address _____

Last 4 digits of card used during purchase _____

Are you an Advantage Club member? No Yes, Member Id # _____

Step 2: Please list the items you would like to return and the reason for the return

Item # _____ Qty _____ Reason for return: Defective Received wrong item Damaged in shipping*

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**Any items damaged during shipping must be reported within 2 days of receiving the package.*

Step 3: What would you like for us to do?

Full credit on item Replace with same Item Replace with another item (enter item #)* _____

**If you would like your return to be replaced with another item the cost must be exactly the same for the exchange to take place.*

Step 4: Email this completed form directly to support@simonizdetaildirect.com or fax to 860.643.3767

Your return request will be reviewed within 1 to 3 business days and, once approved, a Return Authorization will be sent via email.

Step 5: Return item

Upon receipt of the Return Authorization, print out this return label, write in the Return Authorization Number and affix it to your return package.

All items should be returned to the following address:

Simoniz Warehouse
Detail Direct Online Return
230 Dividend Road
RockyHill, CT 06067

Return Policy: Products or parts must be reported within 7-10 business days of purchase to receive full credit. Buyer is responsible for return shipping cost. Returns will not be accepted without this form being filled out and all steps completed as instructed. Failure to provide all the information and/or follow the steps above can delay the return process. Approved returns will be refunded within 30 days of receipt of the returned items in their original condition.

Return Authorization # _____

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