

Warranty Process

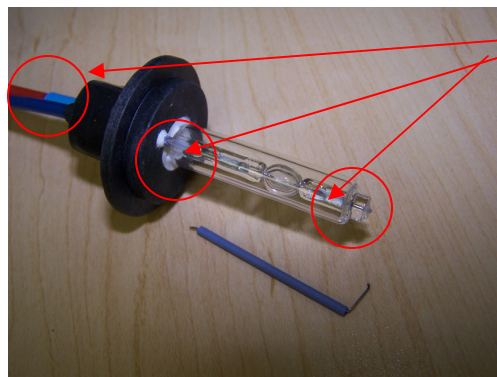
Warranty for Defective Parts :

1. Find out which part is defective
2. If the HID Bulb is defective :

Please cut the metal wire on the HID bulb and send picture to info@hidextra.com , we need the picture to claim with our manufacturing department

NOTE: please do not send the bulb back to us

Example :



**CUT to the end and SHOW
Cut wires & connectors**

3. If the HID Ballast is defective :

Please cut the Silicon wire on the HID Ballast and send picture to info@hidextra.com

NOTE: please do not send the ballast back to us

Example :

CUT to the end.



Please make sure the barcode is visible

*****We Do NOT do (purchase then refund) for warranty parts so above process must be done to get your free replacement, otherwise all purchases done for replacement will be considered credit on file or another replacement will be sent, no refund will be given. Thanks!**

Exchange Process :

- 1.) Bulb color/size change (allowable within 30 days of invoice date only) that are non-defects will have a \$15.00 reprocessing/reshipping fee.
This process is for HID Bulbs ONLY. Please follow above 1st page to destroy your bulbs and send us a picture and (your paypal email address or leave # for call back) to charge you \$15.00 for the new pair of bulbs.

NOTE: please do not send the bulbs back to us

Refund Process :

1. All refund (allowable within 30 days of invoice date only) will have a 25% restocking fee.
Item must be sent back to us to claim for the refund