

# ***FITMENT/DEFECTIVE/DAMAGE/SHORTAGE TROUBLESHOOT GUIDELINE***

## **Before Contacting The Seller**

- Make sure you ordered and received the correct part(s) for your vehicle by verifying the part number(s) on the manufacturer's website, against the description
- Make sure the part was made for your exact year, make, model, and trim level
- Make sure you've taken the part(s) to a professional body shop who has experience in installing aftermarket aerodynamics, as this is required for proper installation

## **Must Haves**

- Order Number:
- Year, Make, and Model (Trim):
- VIN (optional, to help verify and confirm YMM):
- Clear Image of Part Label(s):
- Name, Address, and Contact Information of Installation Shop (if applicable):
- Has the Vehicle Been in a Collision?

## **Fitment**

- Details of the Customer's Concern and Issue
- Wide-view Image(s) or Video of the Entire Part(s) Without Test Fitting:
- Wide-view Image(s) or Video, Full Face and 45°, of the Part and Its Fitment onto the Vehicle:
- Close Up Image(s) or Video of Gaps, Fitment Issues, Components Interfering with Proper Fitment, and/or Measurements (required) of Spacings/Gaps Between Panels:
- Removal of Reinforcement Bars (For Bumpers Only):

## **Defective**

- Details of the Customer's Concern and Issue
- Wide-view Image(s) or Video of the Entire Part(s) Without Test Fitting:
- Wide-view Image(s) or Video, Full Face and 45°, of the Part and Its Fitment onto the Vehicle:
- Close Up Image(s) or Video of Any Warpage on Flat Surface and Vehicle:
- For Any Carbon Fiber Weave Issue, Use a Coin as Reference for Size of Imperfection:
- For Any Clear Coat Issue, Provide Images without Distractive Reflections:
- For Any Wavy/Dips/Uneven Surfaces, Use Straight-Edged Ruler, or Stick, Place on Top of the Surface, and Provide Image(s):

## **Damage/Shortage**

- Make sure you signed "damaged" on the delivery receipt for any damaged items, as this is required for coverage
- Make sure you signed "shortage(s)" on the delivery receipt if any item is missing, as this is required for coverage
- Images of all 6 Sides of the Box:
- Images of the Internal Packaging/Bubble Wrap/Bagging Inside the Box:
- Images of the Damaged Part(s) and Close Ups of Cracks/Chips/Scratches:
- Image of the BOL and/or Shipping Label/Sticker:

**\*ALL IMAGES AND VIDEOS MUST BE CLEAR/IN FOCUS, WITHOUT BLUR\***

**\*REMOVE ALL PACKAGING AND BUBBLE WRAPS PRIOR TO TEST FITTING PARTS\***  
**\*ANY MODIFICATIONS/ALTERATIONS, PRIOR TO FITMENT/DEFECT REPORT, WILL VOID ALL WARRANTY\***

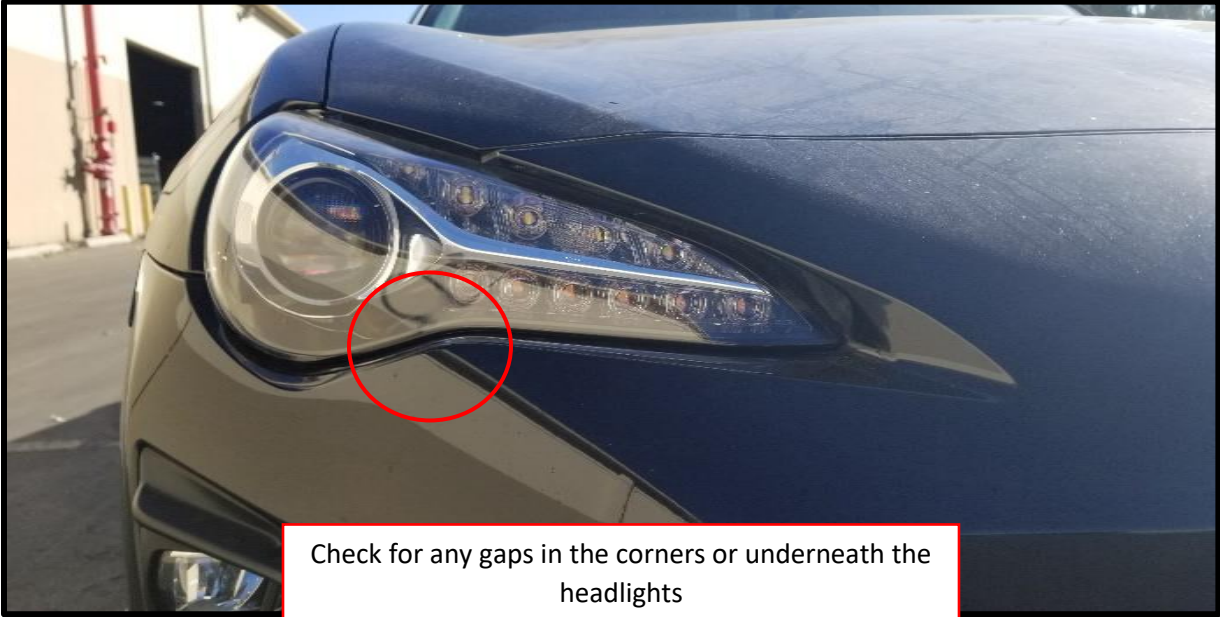
## Bumpers

**\*REINFORCEMENT BARS MAY NEED TO BE REMOVED FOR CERTAIN BUMPERS\***

Please provide a wide angel image of the bumper

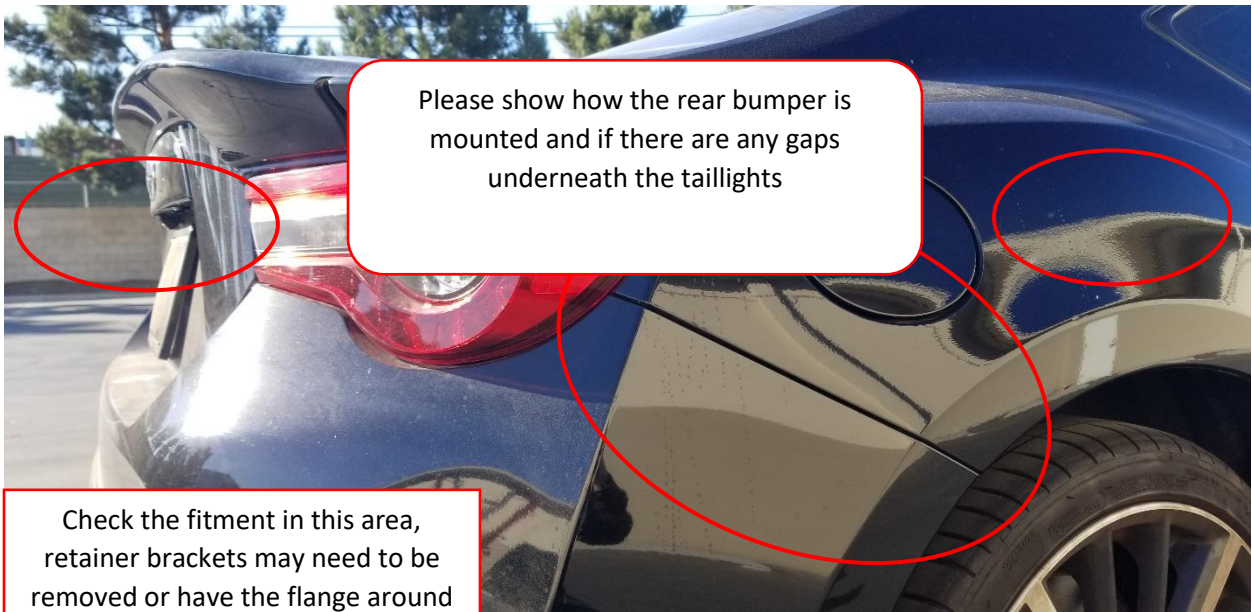


Show us the side views close up images of any gaps or fitment issues around the headlights, or near the fenders





For rear bumpers, please show us the fitment and the gaps (if any) of the bumper near the rear fender/quarter panels and tail lights



Check the fitment in this area, retainer brackets may need to be removed or have the flange around this area sanded to be inserted into the retainer brackets



Please show us the mounting points of the bumper



### Fenders (Front & Rear)

Please show entire fender test fitted on the car. Show us if there are any gaps, measurements of the gaps are helpful to speed up the process



Please show us how the front fenders fit around your headlights



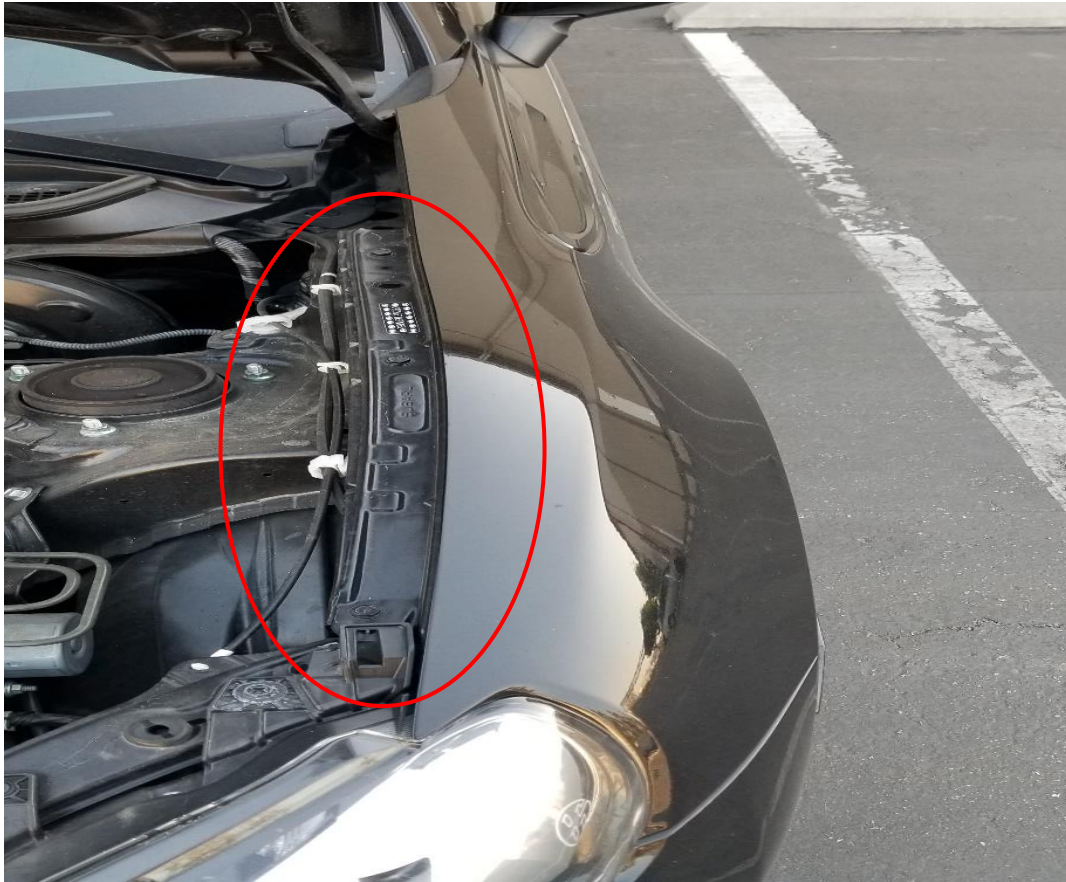
If there are any gaps between the fender and the door, please show us in an image like below. Please include measurements of the gap:



Please show the fitment of the fenders if the fenders sit flush with the doors or not



Please show us images of the mounting points of the fender (Please show how they mount onto the fender rail)



For rear fenders please show us how they fit around your taillights

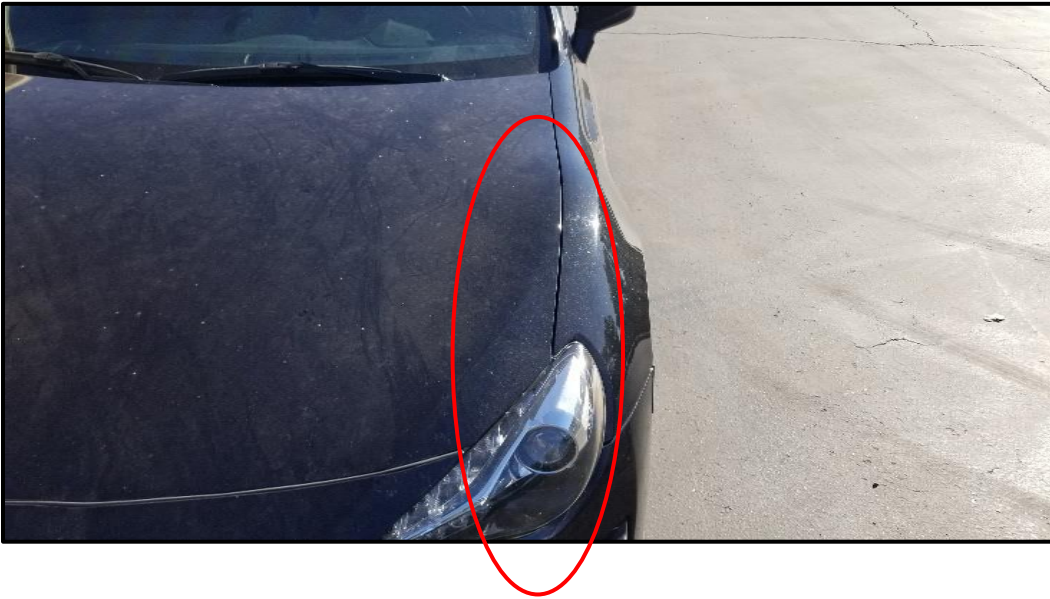


## Hoods

Please show a bird's eye view (wide angle) image of the entire fitment of the hood



Please show the gaps between the hood and the fenders including measurements



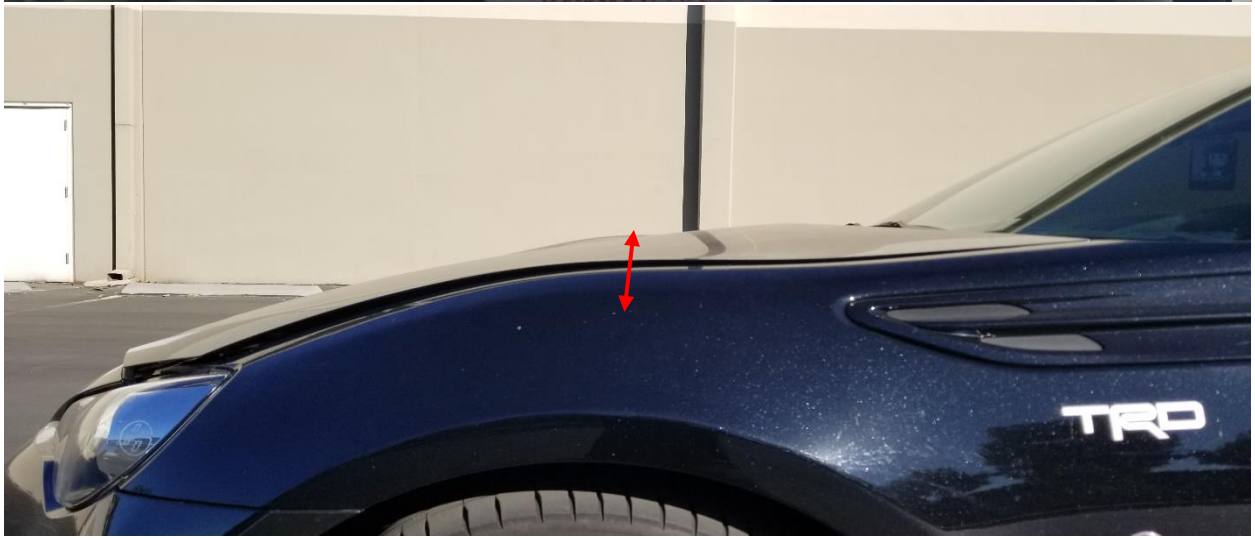
Please show a picture with the hood open that includes both mounting points of the test fitted hood



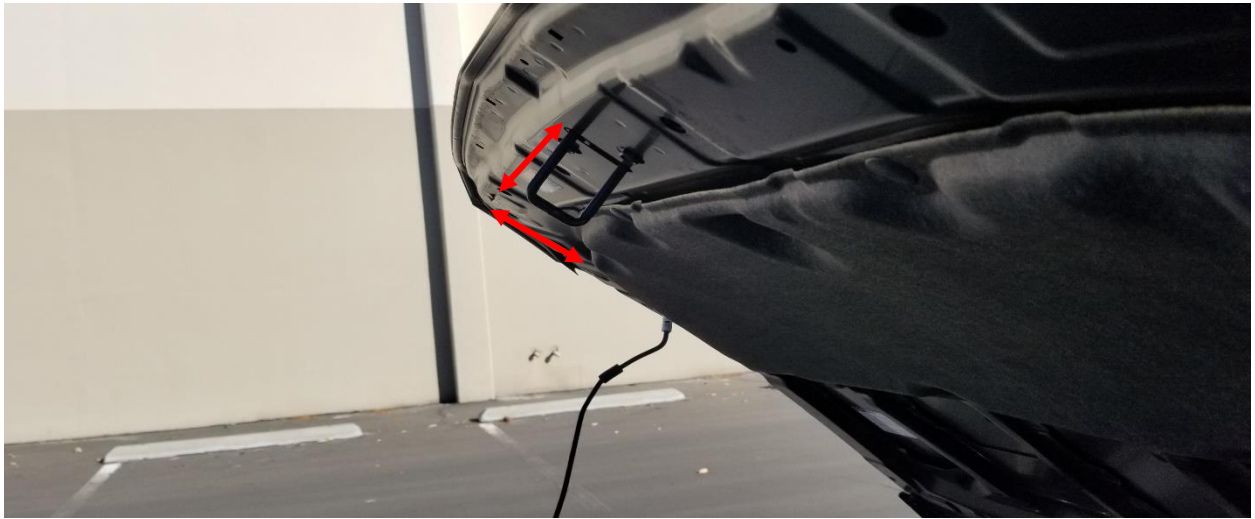
Please show us how the hood is bolted on to the hinges



If the hood is lifting, or not sitting flush with the fenders or front bumper, please show a side view of the hood, showing the gap. Please include measurements of the gaps



If the hood striker does not latch on to the latch assembly, please provide images of the striker and latch assembly. If the hood striker is shorter than your OEM striker, please show measurements of both strikers.



## Lips and Diffusers

Please show a wide-angle image of the front splitter/lip or the rear diffuser



Please show the sides of the front splitter, lip, or rear diffuser to show us if the part reaches one end to the other and any gaps between the part and bumpers (front/rear)





### Side Skirts & Rocker Panels

Please show a wide-angle image of the side skirt showing the whole part on the car



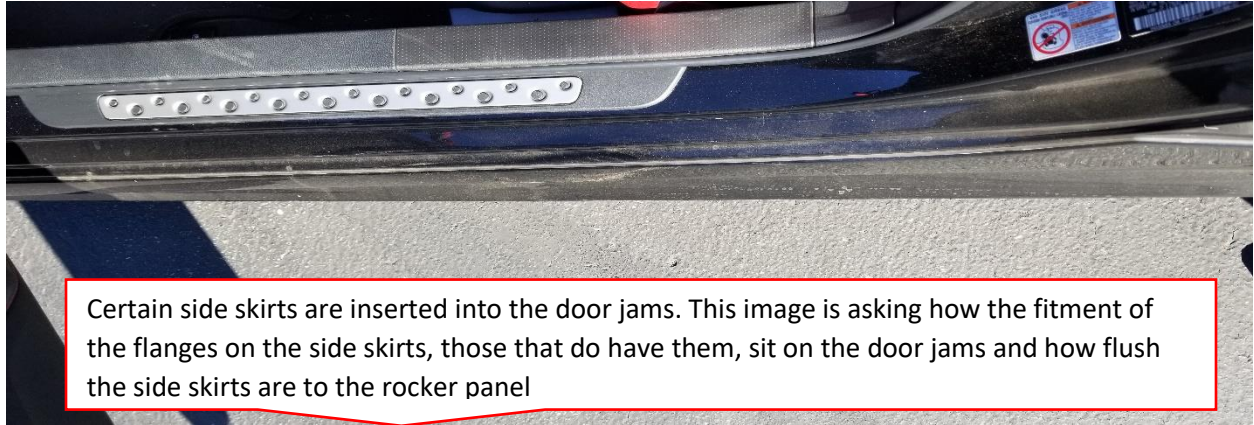
Please show close up images of the issue, showing any gaps or fitment issues



Show us how the side skirts fit, if they are too short to reach the end of the rocker panel



Please show the mounting point and the fitment of the part in the door jams



### Wings & Spoilers

Please show wide angle image of the wing or spoiler





Please show both corners of the wing or spoiler



Please give us a side view of the fitment of the spoiler or wing from the side

