



JH Global Accessories Parts Return Policy

Parts and accessories purchased from JH Global may be returned within 60 days from the date of purchase for a credit of the original part purchase price. Some items will not be returnable based on the classification of the part. Part returns can be initiated with our warranty/returns team. A Return Merchandise Authorization (RMA) number will be issued once a return of the part is approved. Once we receive the part, we will evaluate the part for refund approval. Parts are required to be returned in their original condition and packaging with an RMA number. Shipping charges are not refundable unless the return is due to our mistake. JH Global is not responsible for any cost exceeding the original cost of the part.

RMA number

An RMA number is required for all part returns. Items returned without an RMA number may be returned to the sender at the customer's expense. JH Global is not responsible for any returned items lost or not refunded that were returned without an RMA number or return authorization from the warranty/returns team. An RMA number is good for 30 days from the date the return was authorized. Any item returned with an RMA number after 30 days will have to be evaluated for return authorization again or the return may be denied. The RMA number will need to be visible on the outside of the return shipping box.

Non-returnable parts

Some parts do not qualify for return under our return policy, these items are listed below. In some cases, non-returnable items can be returned with approval from the warranty/return team members. The item categories listed below are the non-returnable items.

- Motor controllers
- Wiring Harnesses
- Switches
- Sensors
- Converters
- Chargers
- Solenoids
- Items ordered for a non-STAR vehicle
- Part kits, including seat kits, that have been opened
- Parts that have been installed

Returnable period

Parts are eligible for return within 60 days from the original invoice date. Once an RMA number is provided the part can be returned within 30 days. Any returns outside of these time periods may be denied or will have to be submitted for RMA approval again.

How to initiate a return

For part return authorization please email techsupport@starev.com or call 864-553-7143.

Effective starting on 1/1/2022

Return shipping cost

The customer is responsible for the cost of return shipping. If a shipping label is provided by JH Global, the cost of the return shipping will be deducted from the return refund once approved. Return shipping costs can be waived for parts that were received incorrectly or damaged upon approval by a member of the warranty/return team.

What to do if the parts were received damaged or defective?

If the part was received damaged or defective, we may issue an RMA number to return the part, this is at the discretion of the warranty/return team. If the part is still needed a new part will be shipped to you at no cost. If the damaged or defective part is not returned within 30 days of shipping the replacement part the invoice price of the replacement part will be invoiced. Pictures may be requested for damaged or defective parts received before replacement parts can be sent out. For shipping damage, the bill of lading needs to be noted as "Damaged" on the bill of lading at the time of delivery.

What to do if the parts never arrived or items were missing?

If the parts ordered never arrived or items were missing, we will open an investigation to help locate the parts. If these items cannot be found within a reasonable time new parts will be shipped out at no cost. Missing items must be reported within 5 days from the date of delivery.

What to do if the part that was received is incorrect?

If the part received is incorrect from what was ordered, we will issue an RMA number to return the part. If the part is still needed a new part order will be placed to ship you the correct part. Upon receiving the part, we will refund the original part purchase price and any shipping of the original part. Any incorrect part not returned will not be refunded. Pictures may be requested for incorrect parts received before replacement parts can be sent out. Incorrect parts must be reported within 10 days from the date of delivery.

What to do if the part fails shortly after beginning to use the part?

If the part fails shortly after beginning to use it, please contact our technical department to help diagnose the cause of the failure. Upon technical review, a new part may be shipped out to replace the defective part. If requested, the defective part is to be returned within 30 days of shipping the replacement part. If the defective part is not returned, the invoice price of the replacement part will be invoiced.

How long will it take to receive a refund/credit for a returned part?

Once the return part is received with an RMA number the part will be refunded within 10 business days.

What if I want a cash/credit card/check refund instead of a credit?

Upon request, a refunded credit can be issued as a check. This needs to be requested at the time of the return authorization or with the returned part. No refund will be issued in cash or credit card. Please allow up to 10 business days for check refunds to be mailed out after the refund is approved.