



## **REFUND, RETURN AND CANCELLATION POLICY**

Automall is the umbrella company of Quality Auto Sales Ltd. (Nassau), Executive Motors, Ltd. and Quality Auto Sales (Freeport) Ltd. (Together referred to as “Automall” in this policy.)

### **REFUND POLICY**

This policy governs the manner and circumstances in which refunds will be considered, approved and paid by Automall. All refunds and returns are at Automall’s sole discretion.

### **AUTOMALL AUCTIONS**

Products sold via Automall Auctions are typically older cars and therefore are sold “as-is”. There will be no refunds for any reason on products sold on Automall Auctions.

### **AUTOMALL PARTS ORDERING**

Explicit Disclaimer of Warranties

**PLEASE READ:** Any warranties products sold via Automall online are those made by the manufacturer. Automall hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Automall neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Return of Automall Parts will be at the sole discretion of Automall. All refund claims for returned goods must be accompanied by an invoice/receipt. Special order and electrical parts may not be returned or refunded. In cases where manufacturers warranties are available, Customers may rely on warranties issued by the manufacturer of such parts. There shall be absolutely no recourse to Automall in any circumstance in connection with special order and electrical parts.

There shall be no returns on parts after 14 days of delivery/pick up. A 15% re-stocking charge shall be applicable on all returned parts accepted by Automall.

### **DEPOSITS**

Deposits on vehicles new and pre-owned may be refunded at the sole discretion of Automall. Charges for credit processing and bank fees will be deducted from the refund amount. By making a purchase with Automall online you are confirming that you have read and understand our Refund Policy.

### **AUTOMALL SERVICING**

Once a service is booked and paid for on Automall online, we will not normally accommodate refunds unless cancellation has occurred in accordance with our cancellation policy (below).

### **CANCELLATION POLICY**

This policy refers to circumstances in which a customer wishes to cancel an order prior to delivery of the part or prior to receiving the service. Should this occur, Automall requires the customer to make contact with the respective department when a cancellation is requested within 4 hours of the Automall transaction. The customer has up to 4 business hours to make the cancellation.

Alternatively, please send your order cancellation request with details of your purchase within 4 business hours to: [general@automall-bahamas.com](mailto:general@automall-bahamas.com)  
Because we do not provide refunds on Automall Parts ordering and Automall Servicing, your payment may be used against other Automall offerings. Cancellations are NOT available on Automall Auctions.

If you have any additional questions about our Refund, Return & Cancellation Policy please email us at: [general@automall-bahamas.com](mailto:general@automall-bahamas.com)