



Product Receipt & Missing Parts Policy

Upon receipt of any product, customers are required to promptly review the shipment and verify that all items and components listed on the packing slip or purchase order have been received in full.

If any part or component is missing from the order, the customer must notify Adaptive Imports immediately. The notification must include clear details of the missing part(s), including the product number, description, and purchase order reference.

Upon timely notification, Adaptive Imports will promptly ship the missing item(s) to resolve the issue as quickly as possible.

If Adaptive Imports is not notified of missing parts within forty-five (45) days of the shipment date, we will be unable to fulfill missing part requests. In such cases, a new purchase order (PO) will be required to obtain the missing items