

Northwest Seat Covers are designed and manufactured to exacting standards. State of the art technology allows us to create patterns which fit like a glove. High performance Juki and Adler sewing machines ensure precision and solid construction. This attention to detail, from start to finish, has earned Northwest its reputation as a leading brand within the industry.

One of the keys to our success is our dedication to an exceptional level of customer satisfaction. As a result, if a portion of your order features defective fabric, contains a construction flaw or you are experiencing a fitment problem, then Northwest wants to take care of you.

Northwest custom fit seat covers were Airbag Safety Tested at MGA Research Corporation in Troy, MI. We worked with American & Efird technical engineers to develop and test the stitching formula that allowed factory side airbags to quickly snap the backrest seams and deploy in its intended position.

Warranty:

Northwest seat covers are warranted to be free of defects at the time of manufacture for a period of Two Years for both Workmanship and Normal Wear.

600D polyester printed fabrics (Camouflage) are not warranted to withstand UV light fading. The UV light fastness rating of our fabric is 3.5 - 4.0 / 5.0, which is very good but, it still doesn't render it impervious to UV light fading.

All seat covers are test fit as part of the pattern development process. We also maintain a photo library containing images documenting the successful final fitting.

Please note: Our seat covers are designed for an excellent fit but, they are not an upholstery replacement kit.

- Customers are 100% responsible for their choice of color, fabric and correct seat style for their vehicle.
- Please make sure you have read the detailed description of the fabrics before ordering.
- If you still are not quite sure about the fabrics, please feel free to call us with any questions at 1-(888)-821-1066.

Problem Identification Process:

1. The first step is let us know what the problem is.
2. The second step is to help us by submitting photos so we can see the problem.
3. Let's work together to ensure that your problem is 100% solved.

Please don't send close-ups of your seat cover. Instead, send us a digital photo of the entire seat so we can get a good idea of why something might not be fitting properly.

For fabric or sewing issues also provide us with a close-up photo of the area.

Fixing or Replacing your Seat Covers

- If there is a problem with the fit or workmanship, simply send us a digital picture of the problem area so we can determine whether to repair or replace that section Free of Charge.

Installation

- Please note that incorrectly installing of seat covers can result in an improper fit.
- Please consult our installation instruction page prior to installing or call us for some advice and tips.

Cancelling Orders

- Orders more than 2 days old have gone into production and therefore cannot be cancelled unless they have taken longer than 10 business days to ship.

Returning Covers

- A Return Authorization Number (RAN) is required for ALL RETURNS.
- All returns must have digital pictures of the fitting or workmanship error to be given return authorization.
- If a fitment issue cannot be resolved within 15 days after you receive your order; send it back for a full refund.

- All returns must be clean & unmodified from its original condition.
- All returns must be sent pre-paid in the original box to the address given with your Return Authorization Number.

Call us Toll-Free at **1-(888) 821-1066** or email us at contact@sccnorthwest.com

We will provide you with helpful installation tips or repair or replace that part Free of Charge.