

Service Parts Return Policy

Return Policy

- Return must be requested within 30 calendar days of delivery or pick up.
- A copy of the original invoice must be included with the returned part.
- Returned parts must be new, unused, uninstalled, and in original packaging with all labels.
- Returns without original packaging, missing labels, or damaged due to improper repackaging will be denied.
- Discrepancies or shipping damage must be reported within 2 business days of delivery.
- Photos of the part(s), packaging, packing label, and shipping label may be required.
- Customers are responsible for return shipping and insurance where applicable.
- 20% restocking fee will be applied.

Parts Ineligible for Return

- Returned parts must be new, unused, uninstalled, and in their original packaging.
- Electrical parts (modules, harnesses, sensors, switches) cannot be returned.
- Special Ordered and VIN Coded Parts cannot be returned.
- Dangerous goods (airbags, seatbelts, batteries, fluids, chemicals).

Discrepancies & Damaged Shipments

- Report any discrepancies or shipping damage within 2 business days of delivery to qualify for return.
- Please note any visible packaging damage with the carrier prior to signing. Lucid reserves the right to deny claims if damage is not reported at delivery.

Processing & Refunds

- Please allow 5-10 business days for return processing.
- Refunds are issued after inspection and approval of returned parts, shipping charges are ineligible for refund.
- For core returns, credit is issued after inspection of the core in the original box, any signs of tamper or damage may void a credit.

Cancellation Policy

- Orders may be canceled until the time they are shipped.
- Please note Special Ordered and VIN Coded Parts are not eligible for cancellation
- For Pick up orders, orders may be canceled up until the time of the pick-up.

Contact

If you have any questions or concerns, or are unsatisfied with the service you are receiving, follow these steps: (1) Contact your Lucid Service Representative at your local Service Center. A list of locations is available at: <https://www.lucidmotors.com/locations>. (2) If your inquiry or concern remains unresolved, contact the Sales Manager, Service Manager or Customer Care Manager at customercare@lucidmotors.com, or call 1-888-99 LUCID (1-888-995-8243).

Note: This policy is subject to change. Please refer to the latest version or contact customer service for clarification. For Accessories Return Policy: Please visit <https://store.lucidmotors.com/faqs/>