

CLAIMS FOR SHORTAGES

- Shortages must be reported to Hogebuilt Customer Service in writing within four (4) working days from the carrier's delivery date. Customer is responsible for checking and reporting any errors at the time of delivery before signing the bill of lading. If no discrepancy is reported within the allotted time, Customer agrees that the BOL/Packing Slip contents were received as shipped.
- Claims for shortages must include the following information:
 - Invoice Number
 - Date of receipt
 - Carrier and PRO number

CLAIMS FOR DAMAGED MERCHANDISE

- All items are sold FOB Hogebuilt manufacturing plant, Springfield, TN. Ownership of the product is transferred to the customers at the point it leaves our facility. Hogebuilt packaging practices have been developed and standardized to protect product under normal transit conditions. Never-the-less, occasional damage occurs in transit.
- Product received and any signs of damage or distress must be identified on all copies of the receiving paperwork / BOL before the driver leaves your dock. Damage should be documented photographically and the product held "as is" for inspection by the carriers representative before processing further.
- Customer's sole recourse for reimbursement of damaged product cost is through the Carrier's freight claim process.
- Please contact Hogebuilt Customer Service for any required support or to suggest packaging improvements.

RETURN GOODS POLICY

- Material may be returned to Hogebuilt when a Return Material Authorization (RMA) number has been issued.
- Returns must be received by Hogebuilt within 30 days of receiving RMA number.
- Parts to be returned must have been purchased directly from Hogebuilt within the last 12 months. Proof of purchase is required.
- Parts purchased through a Dealer must be returned to that distributor. This includes drop shipped parts, as well.
- All return documentation should reference the original Hogebuilt invoice number.
- Parts must be in new and re-salable condition and should be in their original packaging.
- Customer is responsible for packaging parts for protection in transit.
- Damaged, rusted, repainted, used, reconditioned, altered or incomplete parts are not eligible for return.
- All material will be shipped freight pre-paid to the address provided on the RMA.
- Parts are subject to a standard 15% re-stocking fee. Additional fees may be assessed pending final inspection.
- Obsolete, custom or proprietary parts are not eligible for return.
- Annual return amount is limited to 5% of the prior year's purchases.

WARRANTY

- Hogebuilt warrants its parts and products against defects in workmanship and material for a period of one year from the date of purchase. Any claim not submitted within this period shall conclusively be deemed waived by the buyer. Buyer agrees to indemnify Hogebuilt against any claim(s) made by buyer's subsequent customers or assignees of the purchased product.
- Half tandem and full tandem fenders must be installed with Hogebuilt mounting brackets in order for the one year warranty to be valid.
- For warranty claims, please contact Hogebuilt Customer Service at 800-421-1589 or e-mail customerservice@hogebuilt.com.
- Repair or replacement will be made at Hogebuilt's discretion upon inspection of the goods. No orders are to be returned without expressed consent and direction of Hogebuilt.

