



**THE #1 SOURCE FOR
TRUCK ACCESSORIES**

Limited Warranty:

Ranch Hand warrants all manufactured parts, furnished under this agreement, to be free from defects in workmanship and material for a period of one year from the date of purchase. This limited warranty covers the cost of the product. This limited warranty does not cover 1) installation, 2) labor, 3) freight, 4) normal wear and tear, 5) abuse, or 6) damage caused by collision. This limited warranty is void if the product shows signs of alteration, modification, misuse, mishandling, improper care, and/or neglect. Also, this limited warranty is void in the event of improper installation by anyone other than Ranch Hand. The liability of Ranch Hand under this warranty is limited, and Ranch Hand reserves the right to choose between repair of defective part or replacement with equivalent product. This limited warranty is conditioned upon (a) Ranch Hand being notified by Purchaser within one month after discovery of any defects, (b) the return of the defective product(s) to Ranch Hand within the limited warranty period; and (c) Ranch Hand's examination of such product(s) and its satisfaction that such defects were not caused by negligence, misuse, improper maintenance, accident, or unauthorized repair or alteration. The original limited warranty period of any product repaired or replaced by Ranch Hand shall not thereby be extended. During the warranty period, this limited warranty is fully transferable, for so long as the warranty is in place.

Return Policy:

Ranch Hand will honor any merchandise returned in original condition, which has not been installed, and is returned 30 days or less from date of invoice.

All authorized returns may be subject to up to a 20% restocking fee.

Return Goods Authorization (RGA) number and Freight Carrier must be obtained from Ranch Hand prior to returning product. Returned goods shipped freight collect to Ranch Hand will be refused.

Return products listed on the RGA only. Any unauthorized return will be subject to a 40% restocking fee.

Freight Claims:

Ranch Hand shall not be responsible for any freight damage. Purchaser must file any freight claims with the shipper at time of delivery. If it is necessary to refuse shipment because of damage, you must notify Ranch Hand within 48 hrs.

Drop Shipments:

Ranch Hand will provide three (3) approved drop shipments per month at no additional cost. A handling fee will be added to each approved drop shipment after the three (3) free drop shipments per month. Drop shipments must be shipped prepaid with Freight Charges billed on the invoice. A drop shipment is the direct responsibility of the company that places the order. If a Drop Shipment is refused for any reason, the merchandise will be either shipped on the next order the customer places or a 10% handling/re-stocking fee will be assessed. Drop ship orders will be accepted from open account customers only. Freight charges for any refused drop ship order is the sole responsibility of the customer placing the order and will be billed accordingly.

Rights Reserved:

Ranch Hand reserves the right to make changes in design, specifications, and material as deemed necessary without prior notice and without assuming obligation to modify any product previously manufactured.