

Factory UTV LLC, 9237 Beatty Drive Sacramento, CA 95826

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## Factory UTV LLC – Return and Refund Policy

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### **\*Covid-19 Shipping Update (Until Further Notice) -**

There is currently a lead time of up to 2 - 4 weeks before shipping on most products due to limitations caused by the current pandemic. Many products are built to order and will require longer lead time before shipping. If you need a product sooner or would like to know what to expect for a shipment, please send us an email at [info@factoryutv.net](mailto:info@factoryutv.net) or give us a call at (916)383-2730.

**Once your order is placed it may be subject to a restocking fee even if it has not shipped yet. We will do our best to work with you if you should need a refund, but because of the nature of the industry and the current climate this is not always possible.**

### **Shipment errors or defects:**

Our goal is for you our valued customer to be satisfied with your purchase. Items sent by Factory UTV in error or defective will be exchanged. If an item needs to be returned, please contact Factory UTV to get an RA# (Return Authorization Number) within seven (7) days of receipt. The RA# must be written clearly on the outside of the box and a copy of the invoice and letter of explanation placed inside. Returns will not be processed without a RA#. **All items (even defective items) must be in new condition and in their original packaging in 100% resalable condition, or we may refuse to issue credit.** We will email a prepaid label for our shipment errors or defective items. We require additional information to process a defective return, including pictures, shipping information, etc. **A replacement item will not be sent until the original item has been returned.**

### **All other returns:**

For discrepancies not related to defective or Factory UTV shipment errors, the customer must contact Factory UTV within seven (7) days of receipt to get a RA# (Return Authorization Number). Customers have 14 days from receipt to return items prior to use. The RA# must be written clearly on the outside of the box and a copy of the invoice and letter of explanation placed inside. Returns will not be processed without a RA#. There is a restocking fee of up to 20% for the authorized return of new products. **All returned items must be in new condition and in their original packaging in 100% resalable condition, or we may refuse to issue credit.** The customer is responsible for all return shipping charges unless we shipped an incorrect or defective item, which is covered under shipment errors or defects. In some cases, we can offer a prepaid label at a discounted rate. The cost of the prepaid return label would be deducted from the return amount. **Shipping fees are not refundable.** We may require additional information to process a return, including pictures, shipping information, etc.

### **Cancellation Policy**

Call us quick **(916-383-2730)**! If you contact us prior to your order being processed, we can cancel the order without any fees or charges. Once an order has been processed it may be subject to a restocking fee even if it has not shipped yet.