

## **Hawg Halters, Inc. Terms and Conditions**

**02/01/17**

### **GENERAL POLICIES:**

Hawg Halters Inc. sells to motorcycle businesses and to the general public. Orders can be placed by calling our toll free order desk number 1-877-442-5837, business operating hours are Monday-Friday 8:00am-5:00pm EST. You can also fax your order to 706-864-5843, 7 days a week, 24 hours a day. Dealer inquiries can be made by calling direct. Online dealer application is available by visiting our website. To qualify for dealer pricing, a dealer application **must** be on file prior to ordering.

### **PRICES:**

HHI reserves the right to change pricing, terms and conditions without notice.

### **TERMS:**

All orders are shipped pre-paid or COD/Certified Cashiers Check or Money Order. We also accept Visa, MasterCard, Discover and American Express. Shipping and handling fees will apply. Pre-arranged pre-payment is accepted, as some orders require a 50% deposit to be paid at time of placing order. 7% sales tax applies to Georgia residents. Georgia dealers **must** have a tax re-sale certificate on file prior to ordering to be sales tax exempt.

### **FOREIGN ORDERS:**

All foreign orders must be pre-paid in U.S. dollars only. Certified Cashiers Checks or Money Orders are accepted. If you elect wire transfer funding, pre-arrangements **must** be made with the sales department. An additional fee of \$20.00 may apply to wire transfer transactions.

### **RETURNS & EXCHANGES:**

If you purchased an HHI part direct from a distributor or dealer, then you should contact them first with your return or exchange questions. Contact HHI on all direct purchases only.

HHI policy is when you do contact us directly, we will issue an RGA (Returned Goods Authorization) number **BEFORE** you return a product. Please write the RGA number on the outside of the box for identification purposes. All product returns and exchanges are subject to inspection for confirmation of credit and/or refund. Credits/refunds will be issued for the amount of the merchandise only, less a restocking fee if applicable. No refunds will be issued after 30 days.

If pre-arranged with HHI, we will ship out a replacement part to you and provide you with a pre-paid return shipper label for product to be exchanged under Net 30 Terms. In the event we do not receive the original shipped part back in "as new" condition within 4 weeks of you receiving the replacement part, you will be charged for the exchange.

### **BACK ORDERS:**

Products temporarily out of stock are automatically shipped when they become available. Back orders with delivery over 30 days will be verified with the customer to hold in priority shipping until available or cancelled.

**SHIPPING:**

All orders are shipped via UPS Ground, FOB the HHI facility. You may request your order to be shipped Next Day Air, 2<sup>nd</sup> Day Air, 3 Day Select or Saturday Delivery for an extra charge. Shipping charges are calculated and added the day your order ships. Shipping charges for orders placed by credit card will not be processed until the day the order is shipped. Additional \$10.00 fee applies to all drop ship orders. All claims for loss or damage are to be made directly to UPS. We will assist when necessary. Tracking numbers are available the day after shipping or emailed to you the day your orders ships.

**PRODUCT CHANGES:**

HHI reserves the right to discontinue any product(s). We also retain the right to make production changes in design, construction or specifications of the product(s) we manufacture at any time without incurring any obligation to incorporate such changes in product(s) previously sold.

**LIMITED WARRANTY:**

All HHI products sold or manufactured have a one year warranty from date of purchase against all material or workmanship defects. HHI assumes no responsibility for damages or injuries, which may result from the use or installation of its products, whether or not properly installed. HHI shall have no obligation hereunder in the event the products have been modified by any other person or organization, or where the products become defective in whole or in part as a result of improper installation, improper maintenance, improper use, abnormal operation or any other misuse or mistreatment of the product. HHI shall not assume any responsibility for special, incidental or consequential damages or costs incurred due to failure of the product. We make no claims as to the fitness of any particular use of our products, as the end use is the responsibility of the customer. HHI highly recommends test fitting all products prior to any modifications.

**CHROME WARRANTY:**

HHI products are chrome plated to the highest quality. We take pride in our products, striving daily to provide our customers with top-rated show quality chrome. However, the life of your products appearance largely depends upon the environmental conditions and your care/maintenance. Chrome products should be maintained properly by regular cleanings with mild soap and water and waxing. Do not use abrasive cleaners. HHI reserves the right to determine if the product has been maintained properly and has not been abused. HHI warrants defects in material and workmanship of chrome plating for all products sold or manufactured for one year from the date of purchase. Applicable defects are peeling, cracking and/or separation of the plating from the product.

Contact Information:

**Hawg Halters Inc.**  
389 Lumpkin County Parkway  
Dahlonega, GA 30533

**Toll Free: 1-877-442-5837**

Local Calls: 706-864-7800 Fax: 706-864-5843

**E-Mail: [info@hawghalters.com](mailto:info@hawghalters.com) Web Site: [www.hawghalters.com](http://www.hawghalters.com)**