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800-843-5445

763-546-5620

Fax:

763-546-0933

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NEW
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All Items Shipped



Made in the U.S.A.

POLICIES & WARRANTY

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Customer Limited Warranty and Standard Return Policy

Hauler Racks, Inc. offers to preferred customers a special limited warranty. It is our goal to provide effective service for any warranty or standard return. This statement of warranty and return policy is divided into two sections: Warranty Returns of Defective Product and Standard Returns of Unused Product.

Warranty Returns of Defective Product

Hauler Racks, Inc. will repair or replace, at its option and without charge, any properly installed Hauler component that fails due to defect in material or workmanship up to 30 days from the initial registered consumer purchase. All of our aluminum product line is guaranteed not to rust or corrode for 1 year. Proof of Purchase must be provided for warranty to be honored.

Loads should never exceed 1/3 of your vehicle's manufacturer's total load capacity. Loads should never extend more than 1 foot on either end of rack. This warranty is void if any damage to the product is due to misuse, abuse, neglect, accident, improper installation, or any uses contrary to the instructions accompanying the product. The warranty is also void if racks are altered in any manner. The racks have been load tested for the racks capacity to hold loads when not on a vehicle. Hauler Racks, Inc. does not warranty load capacities. As the factory has no way of knowing if the product was properly assembled, installed, used according to instructions, or if loads were secured properly.

This warranty covers the cost of the defective component and not the cost of removal, installation or other incidental charges unless other arrangements have been made with Hauler Racks.

This warranty gives you specific legal rights and you may have other rights which vary from state to state.

All warranty claims must receive a Return Authorization number from Hauler Racks, Inc. BEFORE the product is returned to the Company. Please follow this procedure:

1. Call Hauler at 800-843-5445 to request a Return Authorization number. You will need to provide the following information

- Specific nature of the defect
- Product installation date
- Product part number
- Original sales invoice number

2. When a replacement or repair strategy is determined, a Return Authorization number will be assigned to the claim.

3. A replacement invoice and shipping document will be generated at Hauler Racks to initiate any replacement product. Replacement product will be sent according to standard shipping cycles.

4. The purchaser is responsible for packing and return shipping of the product. The RETURN AUTHORIZATION NUMBER MUST BE CLEARLY MARKED ON THE OUTSIDE OF THE PACKAGE. Unmarked packages will be refused. Any product damage that occurs during the shipping is not covered under warranty. The purchaser must pursue claims for shipping damage with the shipping center.

5. The purchaser is responsible for payment of both the original product invoice and the replacement invoice according to established credit terms.

6. Upon receipt of the returned product, Hauler Racks will review the claim for warranty conformance. If the claim meets warranty criteria, a credit for the original invoice amount will be posted to the purchaser's account and a credit memo will be mailed. If the claim does not meet warranty criteria, the purchaser will receive a statement detailing reasons for partial credit or denial. At the purchaser's option, denied product may be returned to the

purchaser.

Standard Returns of Unused Product

Unused product may be eligible for return to Hauler Racks, Inc. Follow the procedure described in the section on Warranty Returns to receive an Authorization Number.

Returned product which is less than 6 (six) months old is subject to a 20% restocking fee. Returned product which is more than 6 (six) months old may not be eligible for return or may incur additional restocking charges.

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