



# Return Policy

It is most important that upon delivery, should a delivery service be used, the recipient thoroughly inspect the product to satisfy that it is being received in perfect condition, and without damage. If damage is found, it will be the responsibility of the recipient to identify (and to make known), this damage prior to signing the acceptance page at time of delivery. Claims must be dealt with directly by the recipient, and with the company providing the delivery.

The product, known as Smart Trailers is non-returnable, except in the case of a manufacturing defect, and will be considered for a return for exchange or repair as the manufacturer deems necessary. (See the next line item)

The recipient of the product, either merchant or consumer, will have ten (10) days (or days compliant with your state laws), from and including the day of delivery, to inspect it for any manufacturing defects. If the product is delivered and there are no reports of defects in materials or workmanship by either merchant or consumer within the allowable ten (10) day period, the product will be entirely non-returnable. A return is only allowed so that an exchange can be made. There will be NO return with regard to a refund, and no such refund is either expressed or implied, either written or verbal.

If the manufacturer concludes that there is, in fact, a defect, the manufacturer, at its discretion, will repair or have repaired, or replace the product without cost to the merchant or the consumer. If the manufacturer chooses to call for a return rather than having it repaired, there are several steps that must be followed and are required.

An invoice "bill of sale" and a document called "certificate of origin" is always hand delivered by manufacturer or mailed by 'priority mail' to the address that was provided to the manufacturer. It is never shipped inside the box or container with the product. This document is the ONLY legal tie to the product. A 'return goods authorization' number can be issued without the manufacturer having received these documents first. However, NO exchange will be issued until these original documents have been received by the manufacturer.

What is a 'return goods authorization', or RGA number? It is simply a number given by the manufacturer designated for identification and verification of the product being returned. If a return for exchange is allowed by the manufacturer, an RGA will be required, and must be written boldly on the outside of the package being returned. ANY products that are returned without a valid RGA number indicated on the box will be refused. To acquire an RGA number contact Smart Trailers Inc, 1-800-644-6062.

The consumer will be responsible that the product is undamaged and unused. When the product is received by Smart Trailers, an inspection will be done to consider what damages may have occurred during return shipment. Any damages that occur to the product and deemed by the manufacturer as a fault of the return process, (this does not include the defects claimed within the ten day inspection period), will be charged to the purchaser and those charges will be collected by the manufacturer before a replacement unit will be issued.. Once the product is received by the company in its new condition, other than the claims made against manufacturer defect(s), the company, will ship a replacement unit and mail a new 'certificate origin' to replace the one returned, at no cost to the merchant or consumer.