



# Standard Trailer Cancellation Policy

Iron Men Industries Inc DBA Smart Trailers Inc “Smart Trailers” requires a 25% restocking fee per unit cancellation charge once the unit(s) is ordered, but has not shipped. Reasons for the charge are listed below.

At the moment payment is received for this product, documentation is immediately prepared and processed.

- 1) A Federal Vehicle Identification Number (VIN) is issued.
- 2) A 'Certificate of Origin' for the VIN is created (per Federal law).
- 3) An invoice 'bill of sale' is created and printed with name & address, and also includes the seventeen digit VIN that was issued. The information on the invoice matches the information that appears on the 'certificate'.
- 4) Also created, is a warranty sheet, an order confirmation sheet, maintenance & use guideline and assembly instruction sheet. And, of course, a shipping 'bill of lading' is also created.
- 5) Fees we have to pay to our supplies.

\*\*\* Re-establishing identity and ownership of a vehicle involves voiding all documentation, as well as creating new invoices and documentation for the cancelled unit(s). This is not only costly, but takes time to complete. Therefore, refunds will require two to three weeks from the day a cancellation confirmation is received.

# Custom Trailer Cancellation Policy

All trailers require 50% deposit at time of order. For custom orders, that deposit is non-refundable,