



CONSUMER RETURN POLICY

PURCHASES THROUGH DISTRIBUTOR or DEALER

To obtain service under SnowBear® Plows Inc Warranty the buyer must within ten (10) days after any defect becomes known during the Warranty period

* Return the product to the Distributor they originally purchased from with proof of original purchase. (Receipt and/or bill of sale.)

Or

*Contact the Dealer they originally purchased from with proof of original purchase. (Receipt and/or bill of sale.)

The Distributor/Dealer must establish the warranty period is intact by verifying the original purchased date from the Buyer's receipt of purchase. Any returned item requires prior approval from SnowBear® Plows Inc.

The Distributor / Dealer must contact SnowBear® Plows Inc. in writing:

sales@snowbear.com

Telephone: 1-800-337-2327

Monday through Friday from 10:00am to 4:00pm

The Distributor/Dealer must provide proof of purchase, Part Number, Reason why part is being returned, Disposition of Credit/ Repair/Replace (if known) and Sales Order/Purchase Order Number.

The Distributor / Dealer will receive a Returned Goods Authorization Number (RGA#) from Customer Service for all items returned.

The RGA# needs to be clearly written on the outside of all returned packages.

The parts must be returned to SnowBear® Plows Inc. within thirty (30) days from the date the RGA# was issued.

All returns must be freight pre paid by the Buyer.

Out of Warranty items will not be accepted.

Non-current parts will not be accepted for return.

Returned goods (other than Warranty) are subject to approval from sales@snowbear.com and a 20% restocking charge will apply.

All returns must be freight pre paid by the Buyer.

NOTE: Parts sent out to replace warranty parts are the same as any other part ordered. Payment is due within thirty (30) days from date of invoice.