

Fleetline Return Merchandise & Warranty Policies

Return Merchandise

Please note that not all merchandise is eligible for return. Obsolete and superseded parts are not eligible. Customer specific (proprietary) parts may not be returned. Special order products are not eligible for return.

A return request form must be completed and submitted to Fleetline before any consideration can be given for a return. A return request form can be found at www.fleetlineproducts.com or by emailing customerservice@fleetlineproducts.com to have the form sent directly. Once the return request form is received and approved by Fleetline, an RMA number will be provided. The following items apply to all return merchandise requests:

- All returns must be accompanied by an approved **RMA number**.
- All returns must be accompanied by a copy of the **original invoice**.
- Parts may only be returned by the **original purchaser**.
- Returns must be shipped **freight prepaid**.
- Returned parts must have been purchased within the **previous six months**.
- Returned parts must be received in **"brand new" saleable condition, in their original packaging**.
- Returned parts are subject to a 15% re-stocking fee.
- Annual return amount is limited to 5% of annual purchases.

Warranty

All products manufactured and sold by Fleetline Products Inc. are guaranteed to be free of defects in workmanship and materials from date of installation as follows:

- All products except poly fenders – 1 year
- Poly fenders – 3 years

All Fleetline products must be installed using only Fleetline supplied mounting kits and brackets. All tandem and half tandem fenders must use a properly secured center bracket to avoid cracking. Any use of mounting hardware and brackets of another make to mount Fleetline products, or any modification of a Fleetline product, will render the Fleetline guarantee void. Fleetline assumes no responsibility for the cost of installation or removal. Exceptions to this limited warranty are as follows:

- Cleaning with anything other than soap and water is not covered.
- Damage and dents from road hazards are not covered.
- Misuse or accidental impact damage is not covered.
- Damage caused by corrosive materials is not covered.

A warranty claim form must be completed and submitted to Fleetline before any consideration can be given for a warranty failure. The warranty claim form can be found on the Fleetline website – www.fleetlineproducts.com, or contact Quality Assurance (qualityassurance@fleetlineproducts.com) to have the form sent directly. If Fleetline requests defective products to be returned for inspection, the return must be sent to **Fleetline Products Inc. in Springfield, TN**, freight paid by Fleetline, with an **approved RMA number**. This warranty is good only for the **original purchaser** of Fleetline products.

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