



Policies, Terms, Conditions

Warranty and Returned Goods: Red Hawk parts are warranted free of most defects for a period of 1 year from receipt of order unless damage was caused by improper installation or abuse (electronic parts are not eligible for warranty). Red Hawk will not be responsible for service calls, alleged harm, or damaged material resulting from the installation of our products. Red Hawk will repair or replace or issue a full credit at our discretion on products that prove to be defective in workmanship or material. Customers must receive a RMA (Return Merchandise Authorization) *prior* to returning any parts. The Red Hawk Return Form must accompany all returns. **Freight is the responsibility of the customer on all returns, warranty or other.** RMA numbers are valid for 45 days from issue date. There is a 20% restocking fee for non-warranty returns that are returned over 90 days from purchase date. Only items that are currently stocked are eligible for return. Electronic parts are not eligible for return. All returns should be in the original packaging. Items returned without a RMA number are subject to refusal or a 20% restocking fee.

Claims: Shortages and damaged products must be reported to Red Hawk within 2 business days of receipt. ***INSPECT ALL MERCHANDISE UPON ARRIVAL.*** All in-transit damaged merchandise must be claimed with Red Hawk LLC. For truck freight, either refuse shipments with exterior damage or write "damaged" on the Bill of Lading and contact Red Hawk within 2 business days. (Freight companies have strict rules regarding claims; all claims must be filed within the 2-day window.)

Charger and Controller Core and Warranty Policy: For each rebuilt charger and controller shipped to a customer, the customer is also invoiced a fully refundable Core Charge. Cores must be returned within 90 days of purchase to be eligible for a credit. Credit will be issued upon receipt of a rebuild-able core. Chargers and Controllers returned for warranty consideration must be in acceptable condition. Chargers must have cords and charging handles intact for core refund and warranty consideration. The Red Hawk Return Form must accompany all returns. **Freight is the responsibility of the customer on all core and warranty returns.** Customers are expected to pay the Core Charge when the original invoice is due, otherwise finance charges may accrue and the account may be placed on hold. Warranty repair turn-around time is typically 4-6 weeks. If a charger or controller is needed prior to this, a new order must be placed; this is considered an additional purchase and is not a replacement. If a Charger or Controller is being returned for any other reason a RMA number must be obtained.

Rebuilt Charger Warranty: Rebuilt chargers are under a limited warranty for 90 days from date of purchase.

Rebuilt Controller Warranty: Rebuilt controllers are under a limited warranty for one year from date of purchase.

New Controller Warranty: New controllers are under a limited warranty for one year from date of purchase for GE Controllers and two years from date of purchase for Alltrax controllers.

Special Orders: We will source special order parts or custom manufactured parts which are designated SPECIAL ORDER. These items may not be cancelled once the order is placed and are not returnable.

Backorders: Unless otherwise requested by the customer, any backorder item greater than \$10.00 will ship as soon as the item becomes available. Special order items may not be cancelled.

Same Day Order Processing: Typically orders received by 2:00p.m. Eastern Standard Time will ship the same day. We process orders immediately and cannot guarantee that they can be changed once they are placed.

Minimum Order: The minimum order is \$25.00. New accounts have an initial order minimum of \$2500.00.

Payment Terms: A signed Account Application and Resale Certificate are required prior to any orders being shipped. Terms are Net 30 from invoice date for customer with established credit and in good standing. Account balances over 30 days will be subject to a 1.5% per month finance charge. Any account 30 days past due will be placed on hold until funds are received. Terms and credit limits may change at the discretion of Red Hawk. All new accounts will be set up as Credit Card until credit is established.

Credit Cards: Visa, Master Card, American Express and Discover are accepted for parts orders.

Prices: Prices, terms and conditions of sale are subject to change. Red Hawk is not responsible for typographical errors. Catalog pricing is effective as of April 1, 2020.

Hours: Red Hawk is open from 8a.m. - 5p.m. Monday - Friday, Eastern Standard Time.