



## **CONDITIONAL MONEY BACK GUARANTEE**

**For TR3 Rake Classic & TR3 Rake Command Series Models**

### **TERMS & CONDITIONS**

ABI Attachments, Inc. conditionally guarantees, for a limited period of 30 days from delivery, to the original purchaser, that if the product purchased does not perform as described in ABI created "marketing materials," ABI will refund your purchase, upon return of product. (Marketing Materials = websites, videos, literature, emails, & advertisements)

**If the product does not perform as described in ABI created marketing materials, a full refund of the purchase price, plus all freight charges associated with delivering the product to the purchaser (if any charged) will be refunded upon the return of the complete product to ABI Attachments, including all other items ordered on the invoice. Additionally, freight charges associated with returning the product back to ABI Attachments will be paid by ABI Attachments.** The refund will be issued back to the original payment method within 30 days of ABI Attachments receiving the returned product(s).

Prior to awarding a return authorization, ABI reserves the right to discuss proper setup and use of the product with the purchaser or operator to ensure the equipment is being used as intended; which may require photographs of setup and use. The return authorization, for a conditional money back guarantee, will be awarded only after proper setup and use has been achieved and the product does not perform as described in ABI created marketing materials.

In the event of a return, the purchaser must properly prepare the product for shipment and be available to assist in loading the freight truck that will be scheduled to pick up the product(s). Proper preparation for shipment will include safely placing and securing the product(s) to the same or similar shipping pallet or crate the product originally arrived on. The purchaser is also required to assist in loading the freight truck in the same or similar manner that was needed for offloading when the product was originally delivered.

After speaking with an ABI customer service representative, that has approved the return, the original purchaser will be provided with a return authorization number. In order for the return to be valid, the original purchaser must ensure the product(s) is available to be picked up by ABI or its assigned freight carrier, within 14 days from the issue of the return authorization number.

This conditional money back guarantee is only valid in the contiguous 48 United States & Canada. It excludes Hawaii, Alaska, any type of island, any type of peninsula, remote access locations, and other international locations.

If the requirements of this money back guarantee are not met by the purchaser, ABI Attachments standard 30 return policy will apply. Standard 30 Day Return Policy: ABI will consider a refund on returns initiated within thirty (30) days of delivery of UNUSED products. ABI encourages customers to use caution when placing an order, as once shipped the item may only be returned or exchanged if ABI expressly consents. Refunds are for the purchase price of product(s) only; shipping and handling charges are not refundable, even if a discount was extended to reduce freight charges paid by the customer. The customer is responsible for all shipping costs including original charges incurred to deliver the product to the customer and costs to return the product back to ABI from the customer. If the product(s) has been used or otherwise reduced in resale value, up to a twenty five percent (25%) restocking fee may be applied to items returned. When product(s) is received (by purchaser) we recommend you keep the pallet it was shipped on as well as any packing material as it may be needed for return. No refunds will be made until all returned products are in ABI's possession and they have been approved to be free of damage. Customer shall not be responsible for damage caused by the shipping company delivering the product, as long as such damage is noted on the delivery receipt at the time of delivery or the shipment is refused. Defects in material and workmanship are covered by applicable warranties. ABI retains the exclusive and sole right as to whether an item may be returned, exchanged or order cancelled once the order has been shipped. In order to obtain a refund or exchange, prior written approval must be given by ABI.

**Call 877.788.7253 (8AM-5PM, EST, Monday - Friday) to initiate a return request.**

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