



Warranty & Return Policy

American Manufacturing, A HitchDoc Company, creators of the Eagle Snow Plow System and Winches along with HitchDoc Motorcycle Hitches offers the following motorcycle policy. North Star ATV supports this policy as an online retail partner for these companies. Further questions on this can be directed to [North Star Customer Support](#).

The warranty policy begins upon delivery of the product to the customer.

All warranty claims must be placed with the retailer or dealer at which the product was purchased. If the product was purchased under special circumstances or original dealer is no longer present contact HitchDoc for the nearest dealer at 1-800-446-8222.

HitchDoc warrants to its dealers who in turn warrant to the original owner that the product will be free of defects in material and workmanship for 12 months after delivery by the authorized HitchDoc dealer to the original buyer. All purchased components (example: tires, engines, hydraulic components, electrical components, gearboxes, brakes, axles, etc.) will fall under the manufacturer's warranty.

During the warranty period, authorized HitchDoc dealers shall repair or replace, at HitchDoc's option without charge for parts and labor, any part of the product which fails because of workmanship or material defect. The owner shall provide the authorized HitchDoc dealer with prompt notice of the defect and allow reasonable time for replacement or repair. HitchDoc at its option may require failed parts to be returned to the factory.

This warranty does not cover replacement of scheduled service items and high wear items. The owner shall rely solely on the warranty, if any, of the respective manufactures of given parts. This warranty does not cover damages resulting from abuse, accidents, alterations, or use the product is not approved for. Failure to properly maintain and care for the product as outlined in the owner's manual will void warranty.

Use of this product for means outside of its intended design and use will void all warranties. HitchDoc may request to have descriptions of the events which led to the failure of this product provided to them in writing. HitchDoc reserves the right to contact the owner for further clarification of the events which led to the failure of this product to aid in the warranty claim.

THIS WARRANTY IS EXCLUSIVE TO ALL OTHER WARRANTIES AND CONDITIONS. HITCHDOC DISCLAIMS ALL OTHER WARRANTIES AND CONDITIONS EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT SHALL HITCHDOC OR AUTHORIZED HITCHDOC DEALER BE LIABLE FOR ANY SPECIAL, INCIDENTAL, INDIRECT OR CONSEQUENTIAL DAMAGES, WHATSOEVER, INCLUDING BUT NOT LIMITED TO, LOSS OR INTERRUPTION OF BUSINESS, LOSS OF PROFITS, OR LOSS OF MACHINE USE. THE TOTAL LIABILITY OF HITCHDOC AND THE AUTHORIZED HITCHDOC DEALER WITH RESPECT TO THE PRODUCT AND SERVICES FURNISHED HEREUNDER SHALL NOT EXCEED THE PURCHASE PRICE OF THE PRODUCT UPON WHICH SUCH LIABILITY IS BASED.

Prior approval for any costs related to parts, labor, or travel must be approved by HitchDoc.

The following fees may apply to returned product:

- HitchDoc will apply a 20% restocking fee for material returned that is not defective.
- A \$150 chroming fee will apply to motorcycle hitches that are damaged from not being properly packaged upon return to HitchDoc.
- A minimum painting fee of \$50 will apply to product that is damaged from not being properly packaged upon return to HitchDoc.
- [If there is a return we would like the hitch back within 15 days.](#)