



Mustang One Year Warranty

Products made by Mustang Motorcycle Products, LLC are warranted for one year against defects in material and workmanship. Mustang must first be notified of any apparent defect. A return authorization will be issued. Carefully pack the product, and return prepaid. Upon receipt, Mustang will make a fair, prompt decision regarding repair or replacement. Incidental and consequential damages arising from or in connection with the installation or use of a Mustang product are not covered by this warranty. An original purchase receipt must be provided in order to obtain a warranty repair or replacement.

Return Policy for Mustang Seats and Accessories Purchased from your Local Dealer or Other Supplier

If you buy a Mustang seat from your local dealer or other supplier, the return policy is strictly between you and your dealer or supplier. Mustang has no control over the return policies of other businesses, dealers, or distributors, so please be sure to ask your supplier about all the details of their return policy before you make a purchase. Some dealers may not allow returns at all or they may charge a significant restocking fee and/or handling fees. Your dealer may have purchased Mustang products from a distributor (rather than directly from Mustang); the distributor may not accept returned items.

Return Policy for Seats and Accessories Purchased Directly from Mustang

If you buy a seat directly from Mustang (whether online or by telephone), you have up to a maximum of 10 days after receiving it to discuss the nature of any problem with a Mustang customer representative by calling 800-243-1392 or 413-668-1100.

If the seat is to be returned, we will send you a Return Merchandise Authorization ("RMA") form that will include our shipping address. As with any product you would return, be sure it is in perfect condition (no scratches, scuffs, rips, etc.).

All returns for reasons other than Mustang's defect or error are subject to a 20% restocking fee unless exchanged for an item of similar or greater value.

Put the seat back into the original box with the original packaging, include the RMA form and ship it prepaid to Mustang via UPS, FedEx or the Postal Service.

No returns will be accepted without a Return Merchandise Authorization (RMA) form. All returns must be prepaid and carefully packed to avoid shipping damage.

Seats Damaged in Shipping

If you receive a seat that is damaged when you open the box, it is your responsibility to immediately call the shipping agent (UPS, the Postal Service, etc.) to file a damage claim. Be sure to keep the box and all packing material, since these may be needed in filing a claim. Please call us if you have more questions.