

# THE **Pivot Works** **LIFETIME REPLACEMENT OFFER**

Pivot Works Lifetime Replacement offer subject to the conditions described below, for as long as it is used by the ORIGINAL owner, in the intended original manner, Pivot Works will provide the original owner with a ONE-TIME replacement on all Pivot Works kits purchased after 1/1/2012. Pivot Works will only replace the original kit purchased. If the original kit is no longer available, a Pivot Works product of equal or lesser value for the same make/model will be offered as replacement. This replacement offer does not apply to a product that is damaged or altered through misuse, modification or installation error.

## **TO OBTAIN YOUR ADDITIONAL KIT, YOU MUST:**

To obtain replacement of your Pivot Works kit, purchaser is responsible for providing to Pivot Works an original valid receipt, contacting Pivot Works to receive a Return Authorization Number, and returning the product to Pivot Works, Inc. Purchaser is responsible for all return and replacement shipping and handling costs. Pivot Works, Inc. ultimately has the final decision if replacement will be granted.

## **Return policy**

**We understand that sometimes, for whatever reason, the part you needed yesterday is no longer needed today. So for that reason, WE TAKE BACK ANYTHING WE SELL.**

We ask your understanding in that there are a few exceptions. **There is a 20% re-stocking fee charged against all returned parts.** We cannot take back used or installed parts, even if only installed to test fitment. Parts must be resalable and in their original packaging. Call us at 1-515-402-8000 to arrange for any returned products. Please include a copy of your invoice with the return. We reserve the right not to accept any parts for return that we find to have been installed, used, or not in compliance with the above return criteria. Shipping and/or handling is also non-refundable. Thank you for your understanding. We appreciate your business.