

Ultimate Seats

Warranty - The Ultimate Seat Company Ltd.

All Ultimate seats have a lifetime warranty on our base pans and a one-year warranty on our foam and covers against defects in material and workmanship. Your warranty is activated on the purchase date.

All Seats that are equipped with our heated seat option are supplied with our Ride-On Rain Covers, if the covers are not used and the seat is allowed to get wet the warranty is voided.

14 Day Extended Test Ride for Seats Purchased Directly from Ultimate Seats

You need to ride 100 miles or more on the new seat to adjust to the new feel and riding position to really know how great it is! If you read some of our customer comments on our web site, you will understand why the Ultimate seat is the ultimate for long distance comfort. If you buy a seat directly from The Ultimate Seats Company, you have up to 14 days after receiving the seat to contact us for a return authorization. Make sure to keep the original box and be sure to keep the seat in perfect condition, no scratches, scuffs or tears.

If, for any reason, your new Ultimate seat is not to your liking, call us within 14 days of receipt and discuss the nature of the problem with a customer service representative, 1-877-672 0288. We will assign you a "Return Authorization" and a forwarding address. We will either exchange it for another model or refund you for the price of the seat. **Your cost is the UPS freight to you and the freight back to our warehouse.**

Exceptions:

The return policy does not apply to any vinyl seats with custom colors or custom embroidery or seats made without our logos. If a seat is returned and after our inspection it is found to have been damaged from your use the refund amount will be adjusted accordingly.

Note: If you use an Ultimate Roadmaster passenger seat with an Indian® Quick Release Sissy Bar, it will damage the seat and WILL NOT be returnable.

Beyond the 14 Day Return Policy:

Ultimate Seats will not accept a returned seat beyond our 14-day notification period.

Seats Damaged in Shipping:

If you receive a seat that is damaged when you open the box, it is your responsibility to immediately call UPS 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.

Return Policy from a Dealer:

If you buy an Ultimate seat from your local dealer or other supplier, the return policy is strictly between you and your dealer or supplier. Ultimate Seats has no control over their return policies, so please be sure to ask your supplier about the details of their return policy before you make a purchase from them.