

Return Goods Policy

Effective 1/1/12

Exchange or credit of VT Hackney Aftermarket parts may be allowed based on the following criteria:

- Refunds or exchanges must be requested within 60 days of receipt for all unused parts. 90 days for defective parts.
- Only reusable parts, in new condition will be considered for return. Returns cannot be accepted on custom manufactured or special order items.
- Returns will not be accepted without authorization, and a Returned Goods Authorization (RGA) number and form must accompany returned parts.
- All returns must have freight prepaid. Hackney will reimburse freight if return is due to error in product or processing. Customer is responsible for freight if return is a customer accommodation.
- 20% restocking fee will be charged on all customer accommodation returns.

All returns must be sent to the point of origin.