



RETURN MERCHANDISE AUTHORIZATION (RMA) FORM

****ALL RETURNS MUST BE AUTHORIZED****

- Initiate the return process by emailing this completed form to returns@utvcanada.com for authorization. You will then be contacted by one of our reps with instructions on completing the return.
- All Returns must be accompanied by this completed RMA Form and be authorized by a UTV Canada rep or merchandise will be returned to the customer at the customer's expense.
- All Returns will be sent an E-Return from the UTV Canada Shipping Dept. Freight will be charged back to the customer unless specified as such on the authorized RMA form.
- Product must be received by UTV Canada within 14 days of RMA being issued

Customer/Dealer Name: _____

Contact: _____

Phone # _____ Fax # _____

E-mail: _____

I have read and agree to the UTV Canada return policy as stated below

Customer Signature: _____ Date: _____

Product Information

Part # _____ Qty: _____ Price Paid: _____

Invoice # _____ Invoice Date: _____

Reason for Return: _____

RMA # _____ Authorized by UTV Rep: _____ Date: _____

UTV Canada Use Only:

Date received: _____ Received by: _____ Credit Memo # _____ Issued By: _____

Condition of product: _____

UTV Canada Return Policy

Retail Customer Return Policy

UTV Canada will accept returns under the following conditions:

- The return has been authorized by a UTV Canada team member and is accompanied by an Return Merchandise Authorization (RMA) Form
- The product is in new, re-saleable condition with all original hardware and packaging intact and has not been installed or been attempted to install
- If the product is returned and received within 0-15 days of purchase to UTV Canada, a full refund, minus the cost of shipping, will be issued via the same method of payment as the purchase.
- If the product is returned and received within 15-30 days of purchase to UTV Canada, you may do an exchange or keep a credit on file. The credit or exchange amount will be less the cost of shipping.
- There are no returns or exchanges after the 30 day period expires.
- The cost of return shipping to UTV Canada is at the expense of the purchaser
- There will be no returns on special order items, snorkel kits, clearance products and electronic parts. These items are always final sale.

Dealer Return Policy

UTV Canada will accept returns from our Authorized Dealers under the following conditions:

- The return has been authorized by a UTV Canada team member and is accompanied by an Return Merchandise Authorization (RMA) Form for Dealers.
- The product is in new, re-saleable condition with all original hardware and packaging intact and has not been installed or been attempted to install.
- If an item is returned to UTV Canada without an RMA Form or it is not in re-saleable condition, it will be sent back to the Dealer at the Dealer's expense.
- Once an RMA form has been received and approved by UTV Canada, the Dealer will be sent an E-Return from the UTV Canada Shipping Dept. Freight will be charged back to the dealer unless specified as such on the authorized RMA form.
- There will be no returns on special order items, snorkel kits, clearance products and electronic parts. These items are always final sale.
- Items returned within 0-15 days, may be returned with no restocking fee.
- Items returned within 15-30 days may be returned with a 20% restocking fee.
- Items returned over 30-60 days may only be returned at our discretion and comes with a minimum 30% restocking fee.
- No Dealer returns after 60 days.