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Errors and Omissions

Please note that our website may contain typographical errors or inaccuracies and may not be complete or current. Further, we will endeavor to keep pricing on this website as accurate as possible, but USD/CDN exchange fluctuations may create pricing variations.

We reserve the right to correct any errors, inaccuracies or omissions and to change or update information at any time, without prior notice (including after an order has been submitted).

Such errors, inaccuracies or omissions may relate to product description, pricing, promotion and availability and we reserve the right to cancel or refuse any order placed based on incorrect pricing or availability information, to the extent permitted by applicable law.

Links

Links from or to websites outside our website are meant for convenience only.

We do not review, endorse, approve or control, and are not responsible for any sites linked from or to our website, the content of those sites, the third parties named therein, or their products and services.

Linking to any other site is at your sole risk and we will not be responsible or liable for any damages in connection with linking.

Links to downloadable software sites are for convenience only and we are not responsible or liable for any difficulties or consequences associated with downloading the software.

Use of any downloaded software is governed by the terms of the license agreement, if any, which accompanies or is provided with the software.

Multiple Product Orders

For a multiple product order, we will make every attempt to ship all products contained in the order at the same time.

Products that are unavailable at the time of shipping will be shipped as they become available, unless you inform us otherwise.

You will only be charged for products contained in a given shipment, plus any applicable shipping charges.

Order Acceptance Policy

Your receipt of an electronic or other form of order confirmation does not signify our acceptance of your order, nor does it constitute confirmation of our offer to sell.

UTV Canada Inc. reserves the right at any time after receipt of your order to accept or decline your order for any reason or to supply less than the quantity you ordered of any item.

Other Conditions

These Conditions will supersede any terms and/or conditions that may be included with any other form of order. Please note that we reserve the right to make changes to this site and these Conditions at any time.

Out-of-Stock Products

We will ship your product if it is in stock. Usually, products ship the same day if ordered by 3:00PM MST, or by the next business day if your order is received after this time and for orders received on Saturday, Sunday or any major holiday.

However, there may be times when the product you have ordered is out-of-stock which will delay fulfilling your order. We will keep you informed of any products that you have ordered that are out-of-stock and unavailable for immediate shipment. You may cancel your order at any time prior to shipping.

Privacy Policy

We are committed to maintaining the accuracy, confidentiality, and security of your personally identifiable information ("Personal Information"). As part of this commitment, our privacy policy governs our actions as they relate to the collection, use and disclosure of Personal Information.

Our privacy policy is based upon the values set by the Canadian Standards Association's Model Code for the Protection of Personal Information and Canada's Personal Information Protection and Electronic Documents Act.

1. Introduction

We are responsible for maintaining and protecting the Personal Information under our control.

We have designated an individual who is responsible for compliance with our privacy policy.

2. Identifying Purposes

We collect, use and disclose Personal Information to provide you with the product or service you have requested and to offer you additional products and services we believe you might be interested in.

The purposes for which we collect Personal Information will be identified before or at the time we collect the information. In certain circumstances, the purposes for which information is collected may be clear, and consent may be implied, such as where your name, address and payment information is provided as part of the order process.

3. Consent

Knowledge and consent are required for the collection, use or disclosure of Personal Information except where required or permitted by law. Providing us with your Personal Information is always your choice.

However, your decision not to provide certain information may limit our ability to provide you with our products or services. We will not require you to consent to the collection, use, or disclosure of information as a condition to the supply of a product or service, except as required to be able to supply the product or service.

4. Limiting Collection

The Personal Information collected will be limited to those details necessary for the purposes identified by us. With your consent, we may collect Personal Information from you in person, over the telephone or by corresponding with you via mail, facsimile, or the Internet.

5. Limiting Use, Disclosure and Retention

Personal Information may only be used or disclosed for the purpose for which it was collected unless you have otherwise consented, or when it is required or permitted by law.

Personal Information will only be retained for the period of time required to fulfill the purpose for which we collected it or as may be required by law.

6. Accuracy

Personal Information will be maintained in as accurate, complete and up-to-date form as is necessary to fulfill the purposes for which it is to be used.

7. Safeguarding Customer Information

Personal Information will be protected by security safeguards that are appropriate to the sensitivity level of the information. We take all reasonable precautions to protect your Personal Information from any loss or unauthorized use, access or disclosure.

8. Openness

We will make information available to you about our policies and practices with respect to the management of your Personal Information.

9. Customer Access

Upon request, you will be informed of the existence, use and disclosure of your Personal Information, and will be given access to it. You may verify the accuracy and completeness of your Personal Information, and may request that it be amended, if appropriate. However, in certain circumstances permitted by law, we will not disclose certain information to you. For example, we may not disclose information relating to you if other individuals are referenced or if there are legal, security or commercial proprietary restrictions.

10. Handling Customer Complaints and Suggestions

You may direct any questions or inquiries with respect to our privacy policy or our practices by contacting: inquiries@utvcanda.com, Attn: Privacy Officer.

Privacy on Other Web Sites

Other sites accessible through our site have their own privacy policies and data collection practices. Please consult each site's privacy policy.

Returns/RMA

UTV Canada's return policy is that we accept returns on products which are unused and unopened or are affected by/with manufacturer defects, within 30 days of Invoice Date, providing you secure an RMA number from us.

Minimum 20% re-stocking fee will be charged on returned merchandise, unless defective

RMA Forms are available for download under account settings

If 30 days or more have passed since the date of your purchase, we do not offer any return, exchange, or credit.

PLEASE BE ADVISED YOU MUST OBTAIN AN RMA NUMBER, BEFORE ANY PRODUCT IS RETURNED TO US.

Here are the steps to request a return for products, and obtain an RMA number:

- 1.) Please login to your account through our "Dealer Login" section of the website.
- 2.) RMA form is available for download on right hand side, under My Account.
- 3.) Print off form and complete. You will need to contact your sales rep for the return approval and to get your RMA #.
- 4.) Once form is complete, return form and product in a re-sellable form, in original packaging to UTV Canada Inc. **All shipments returned COLLECT will be rejected!** If the return is due to UTV Canada's error or Manufacturer defect, we will provide you with shipping instructions and our courier account #. If return is due to dealer or customer error, dealer must cover shipping costs.

Shipping Policy

Most orders received before 3:00PM MST will ship the same day, provided the product ordered is in stock.

Most orders received after 3:00 PM MST will ship the next business day. Please note that orders are not processed or shipped on Saturday, Sunday or Stat holidays.

Given we are using shipping companies that are not operated by UTV Canada Inc., we cannot guarantee time of deliveries for shipments. Please consider any shipping or transit time offered to you by UTV Canada or shipping companies only as a best estimate.