

Policies, Terms, and Conditions

Returns: Customers must request a Return Merchandise Authorization (RMA) number from Red Hawk before returning any parts. Customers can request to return new, unopened items 30 days from the date of invoice. RMAs are valid for 45 days from the date of issue. If not returned within this timeframe, credit will not be issued, and the product will be returned to the customer. Customers are responsible for return freight and must include the RMA number along with the return. There is a 30% restocking fee for all non-warranty returns. Discontinued parts, Electronic Parts, or any installed parts are not eligible for return.

Warranty: Red Hawk parts are warranted free of most manufacturer defects or damage for 1 year from the invoice date. Damage/defect by improper installation or usage will not be covered. Red Hawk will not be responsible for service calls, alleged harm, or damaged material resulting from the installation of our products. The item being claimed for warranty must be available for pictures, or additional information at the time warranty is being claimed. If the part has been discarded before claiming a warranty, the warranty will be denied. Upon warranty approval of defective workmanship of the manufacturer's materials, a replacement or full credit will be issued at our discretion. If an item is requested back to Red Hawk for warranty testing or consideration, **Return Freight is the responsibility of the customer.**

Missing/Damage/Shortages: Shortages and damaged products must be reported to Red Hawk within 2 business days of receipt. All in-transit damaged merchandise must be claimed directly to Red Hawk.

Missing Parcel Packages: If tracking shows no movement on a ground package in 5 business days, or if a package is stated as delivered but not received, please report the package as missing. A replacement will be sent out and a carrier claim will be filed on your behalf by Red Hawk. Credit for the original order will be issued when the claim is settled, which may take several weeks.

LTL Damage/Shortage: EITHER refuse the shipment with noticeable damage/shortage and report the refusal to Red Hawk within two days; OR if you choose to keep the shipment, "DAMAGE" or "SHORTAGE" **MUST** be documented directly on the signed delivery receipt, and all damage must be reported directly to us within 2 business days for a Claim with the carrier to be filed. (Freight companies have strict rules regarding claims; all claims must be filed within the 2-day window.) Failure to document damage or shortage on any LTL delivery receipt may result in damages and shortages not being covered for replacement by Red Hawk.

Controller Warranty Policy: Navitas and Alltrax Controllers: 2-year limited manufacturer warranty from the date of invoice. All controller units will be diagnosed by the manufacturer before replacements are sent. Please email Warranties and Returns at customerservice@golfcart.com for your specific controller Warranty procedure. We will instruct you on the next steps in the process. **Please Note:** Navitas and Alltrax controllers are owned by the customer upon purchase and will be replaced if deemed defective after technical evaluation by the manufacturer. If the customer chooses to purchase a new controller while waiting for the manufacturer to diagnose the original controller, this is considered a new purchase and not a replacement for the warranty unit.

Special Orders: We will source special order parts or custom manufactured parts which are designated SPECIAL ORDER. These items may not be cancelled once the order is placed and are not returnable

Backorders: Unless otherwise requested by the dealer, any backorder item greater than \$10.00 will be shipped as soon as the item becomes available. Special order items may not be cancelled.

Same Day Order Processing: Typically orders received by 2:00 pm EST will ship same day. We process orders immediately and cannot guarantee that they can be changed once they are placed.

Minimum Order: The minimum order is \$50.00. New Accounts have an initial order minimum of \$3500. Minimum Annual Parts purchase will be \$15,000.

Payment Terms: A signed Account Application and a copy of the Dealer's Resale Certificate are required prior to any orders being shipped. Terms are net 30 from invoice date for dealers with established credit and in good standing. Account balances over 30 days will be subject to a 2% per month finance charge. Any account 30 days past due will be placed on hold until funds are received. Terms and credit limits may change at the discretion of Red Hawk. All new accounts will be set up as Credit Card until credit is established.

Credit Cards: Visa, MasterCard, American Express and Discover are accepted for parts orders. If Dealer pays by credit card, Dealer represents that is the owner of or is authorized to use the credit card and Dealer authorizes Red Hawk to charge the credit card for all transactions, unless otherwise specified. If Red Hawk extends credit to Dealer, Dealer will be invoices on the agreed upon terms.

Accessorial Charges: Accessorial charges are fees from our carriers for performing freight services (LTL) beyond normal pick up, transport and delivery. These charges are invoiced as flat fees. Common accessorial fees are in the catalog with amounts effective as of April 1st for catalog year. The list includes but is not comprehensive: Residential, Liftgate, Notification/Call ahead. Residential designation is assigned by the carriers. Accessorial fees are not exempt for orders qualifying for free freight.

Currency: If a sale is to occur (or the product is to be shipped) outside of the United States, Dealer acknowledges and agrees that the amount due Red Hawk is contracted in U.S. Dollars. If Dealer mistakenly pays in another currency, the Dealer is responsible for any deficiency due to conversion of funds into U.S Dollars. International wires are frequently processed via Intermediary Banks after leaving the Dealer bank. Dealer is responsible for any Intermediary Bank fees deducted from the proceeds received by Red Hawk.

Prices: Prices, terms and conditions of sale are subject to change. Red Hawk is not responsible for typographical errors. Annual catalog pricing is effective as of April 1st for the catalog year.

Red Hawk Website: Each Dealer is responsible for maintaining users and access for their online login – both for order entry and online payment. Red Hawk will consider all orders or payments made via the website as valid and true.

Trademarks: Dealer will not use Red Hawk, RHOX, DoubleTake or Admiral names, logos, trademarks, or other intellectual property rights without Red Hawk's written consent.

Notices and Communications: Dealer consents to receive all communication from Red Hawk and shall promptly notify Red Hawk in writing of all changes to Dealer's name, address, contact information and control/ownership of its assets.

Hours: Red Hawk is open from 8am-5pm Monday – Friday, Eastern Time.

Signature: _____ Date: _____