

# BUELL MOTORCYCLES PARTS RETURN & REFUND POLICY

**General:** All part returns must be postmarked no later than 30 days from the original customer shipment date. Returns and exchanges must be in new condition and must include all instructions and original packing material. Customer pays all return shipping charges. Include a copy of your packing list with all returns.

Original shipping and handling charges, import fees and taxes are not refundable. Returns must be preauthorized by Buell and are subject to a 30% restocking fee. These amounts will be deducted from the original amount billed and the remaining balance will be credited to the original credit card.

**Incorrect Item:** If you received an incorrect item no extra charges will be incurred. We will replace incorrect items and pay the additional shipping charge.

**Defective Item:** If you received a defective item no extra charges will be incurred. We will replace defective item and pay the additional shipping charge.

**Shipping Damaged Item:** If you received an item that was damaged in shipment a claim must be submitted to the company that handled the shipment. Buell is not responsible for items damaged during shipping.

**Exceptions:** Buell will only accept returns on electrical parts when the items that have not been installed. If the electrical components have been installed by an authorized Buell Motorcycle Dealer, a case-by case decision to replace will apply. Please contact Buell Parts before attempting to return any electrical items Fuel system parts may not be returned once they have had fuel in them.

**Customer Order Error:** Incorrect customer orders can be exchanged for any other item without paying the restocking charge. However, the customer will pay the additional shipping and handling charge. The replacement item must be at least 75% of the value of the original item.

**Return Shipping Instructions:** Return via prepaid UPS or US mail. Insure shipment for full value of purchase. Use original packaging. We are not responsible for packages lost during return shipping.

**Return/Exchange Instructions:** Enclose a copy of your packing list or E-mail Invoice along with detailed return/exchange instructions. A **Returned Merchandise Authorization** number will be provided to you by Buell. Customers must include this **RMA** number in large print on the outside of the box. Send exchanges and returns to: