



## **RETURN POLICY**

This section is only for customers who purchased a unit directly from Trailer Valet. If you purchased a unit through a third-party vendor, please contact the vendor for further information. Customers who purchased a unit from a third-party vendor are not eligible for a refund from Trailer Valet.

### **For a 100% refund minus the cost of shipping:**

1. Customer must contact us within 30-days of the shipping/pick-up date.
2. Customer must provide us with a tracking number from their shipping company within the next 10-days.
3. Upon receiving the unit, Trailer Valet will inspect the unit.
4. If the unit is determined to be in good condition, the customer will receive a 100% refund. Customer will not be reimbursed for the cost of shipping.

### **For an 85% refund minus the cost of shipping:**

1. Customer must contact us between 31 and 60 days of the shipping/pick-up date.
2. Customer must provide us with a tracking number from their shipping company within the next 10-days.
3. Upon receiving the unit, Trailer Valet will inspect the unit.
4. If the unit is determined to be in good condition, the customer will receive an 85% refund. Customer will not be reimbursed for the cost of shipping.

**No returns will be accepted after 60 days under our refund policy.**

**Trailer Valet reserves the exclusive right to determine if a unit is in good condition.**

**Customers who need assistance with a manufacturing defective product should see our Warranty Policy.**