

Hutchens Return Policy

This Return Policy applies to unused or non-moving parts purchased for inventory (“Return Policy”). It does not apply to parts shipped in error, defective parts, or warranty claims. For issues related to shipping errors, defects, or warranty claims, please notify Hutchens Customer Service and/or the Hutchens Warranty Manager within 30 days of receipt or other event triggering the warranty.

Hutchens allows the return of standard-issue products (“Standard Products”) that are in like-new, resalable condition, are the current version of the applicable part or assembly, and that were manufactured less than one year prior to the return request. Special order items, including air ride frames or any frame/assembly/component built specifically per customer specification that cannot be sold on the general market, including frames with customer-specific oddities, uncommon frame widths or specialty dimensions, atypical axle spacings or configurations, galvanized units, or customer specific proprietary items (“Non-Standard Items”), cannot be returned for credit.

Prior to the return of a Standard Product, the customer must contact Hutchens Customer Service to obtain a return goods authorization number (“RGA”). A product may be returned only if it receives an RGA number. RGA numbers remain valid for 60 days.

Rusty or damaged components or assemblies may or may not be given credit depending on whether they can be brought back to sellable condition. Deductions will be made for cleanup or rework as necessary and prior to any refund issued. If the cost of cleanup and/or rework is more than 50% of the value of the part or assembly, credit will be limited to scrap value. All returns are subject to a restocking fee of 15% of the final refund amount. The customer is solely responsible for all costs associated with return shipping.

After parts are received and inspected, a credit memo will be issued for the original invoice amount of the parts less any applicable charges. Any returned products become the property of Hutchens Industries after issuance of such credit memo.

For any questions regarding this return policy, please contact Hutchens Industries at 800-654-8824.

