



## **Refunds, Returns and Warranties Policy**

**InGolf & Utility are committed to providing a high level of aftermarket sales and support to our customers and their vehicles.**

### **Warranty**

**All new carts, utilities and hardware purchased from InGolf & Utility are covered by a manufacturer warranty for a certain period (generally one year unless otherwise specified see link for detail). If you are unsure, please contact us for verification on your warranty terms.**

**All new golf carts carry a limited manufacturer's warranty of four years.**

**All new utility vehicles carry a limited manufacturer's warranty of three years.**

**Preowned golf carts have the balance of the (manufacturer warranty - 4 years) if less than four years in age, all golf carts older than four years do not come with warranty. Preowned Utility and ATV vehicles come with the balance of the (manufacturer warranty – 3 years) if less than three years in age, all utilities and ATV's older than three years do not come with warranty. Depending on the age and price of the cart or utility the warranty can be extended to six months, this may be discussed at the time of purchase.**

**All warranty terms are outlined on your invoice.**

**All new golf carts carry a limited manufacturer's warranty of four years.**

### **Shipping**

**Our quality vehicles are insured during transit. If your item has arrived with visible damage to the packaging, please do not accept this delivery and contact our support staff immediately on (02) 9539 8899.**

**If you have accepted your delivery and it is damaged, please contact us so we can work towards replacing or fixing your item. Please keep all packaging items.**

**We do not offer refunds or exchanges if you have changed your mind.**

**To assist with your Return or Warranty**

- **Please provide your invoice number.**
- **A description of the problem.**
- **And in some cases, a photo of the product.**

**You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are nonrefundable.**

**If you receive a refund, the cost of return shipping and a restocking fee will be deducted from your refund.**

### **Returns**

**Returns are acceptable only for manufacturer faults/defects, you have 7 calendar days to return an item from the date you received it.**

**To be eligible for a return, your item must be unused and in the same condition that you received it.**

**Your item must be in the original packaging.**

**Your item needs to have the receipt or proof of purchase.**

### **Refunds**

**Once we receive your item, we will inspect it and notify you that we have received your returned item. We will immediately notify you on the status of your refund after inspecting the item. If your return is approved, we will initiate a refund to your credit card (or original method of payment).**

**You will receive the credit within a certain amount of days, depending on your card issuer's policies.**

**If you ordered the wrong product you will be required to pay for the return shipping and a \$25 restocking fee will be deducted from the refund or balance charged if item is less than \$25.**