

EXCHANGE, REFUND & REPAIR POLICIES

IT IS OUR GOAL TO ENSURE COMPLETE CUSTOMER SATISFACTION – EITHER BY EXCHANGE, REFUND OR REPAIR.

EXCHANGE

ALL UNUSED PARTS, ACCESSORIES, MOTORCLOTHES AND GENERAL MERCHANDISE MAY BE EXCHANGED WITH A RECEIPT WITHIN 60 DAYS OF PURCHASE UNLESS IDENTIFIED BELOW AS AN EXCEPTION.

EXCHANGES MAY BE MADE FOR OTHER MERCHANDISE OR AN OLD GLORY HARLEY-DAVIDSON GIFT CARD.

REFUND

ALL UNSUED PARTS, ACCESSORIES, MOTORCLOTHES AND GENERAL MERCHANDISE IN ORIGINAL PACKAGING MAY BE RETURNED FOR A REFUND WITH A RECEIPT WITHIN 14 DAYS OF PURCHASE UNLESS IDENTIFIED BELOW AS AN EXCEPTION.

REFUNDS FOR CREDIT CARD PURCHASES ARE MADE BY CREDITING THE ORIGINAL CARD.

REFUNDS FOR DEBIT CARD, CASH OR CHECK PURCHASES ARE MADE BY COMPANY CHECK AFTER TEN DAYS OF ORIGINAL PURCHASE OR AFTER FIVE DAYS OF RETURN, WHICHEVER COMES LATER.

EXCEPTIONS TO THE EXCHANGE AND REFUND POLICY ARE:

- ELECTRICAL PARTS & ACCESSORIES SALES ARE FINAL
- EARRINGS AND BODY JEWELRY SALES ARE FINAL
- HELMET SALES ARE FINAL
- SALE ITEM SALES ARE FINAL
- SPECIAL ORDER ITEMS & NON-INVENTORY ITEMS NOT OTHERWISE EXCEPTIONS REQUIRE A 20% RESTOCKING FEE

REPAIR

FOR ITEMS NEEDING REPAIR, WE WILL GLADLY REPRESENT YOUR PRODUCT CONCERNS TO THE MANUFACTURER OR VENDOR WHOSE WARRANTY, EXCHANGE OR RETURN POLICY APPLIES AND MANAGE THE PROCESS OF REPAIR WHEN NECESSARY.