



Policies - Terms - Conditions of Sale

Warranty: Red Hawk parts are warranted free of most defects for a period of 1 year from receipt of order unless damage was caused by improper installation or abuse (electronic parts are not eligible for warranty). Red Hawk will not be responsible for service calls, alleged harm, or damaged material resulting from the installation of our products. Red Hawk will repair or replace or issue a full credit at our discretion on products that prove to be defective in workmanship or material. **Freight on warranty items is the responsibility of the customer.**

Claims: Shortages and damaged products must be reported to Red Hawk within 2 business days of receipt. **INSPECT ALL MERCHANDISE UPON ARRIVAL.** All in-transit damaged merchandise must be claimed with Red Hawk LLC. For truck freight, either refuse shipments with exterior damage or write "damaged" on the Bill of Lading and contact Red Hawk within 2 business days. (Freight companies have strict rules regarding claims; all claims must be filed within the 2-day window.)

Returned Goods: Customers must receive an authorization number from Red Hawk prior to returning any parts. Customers are responsible for return freight and must include the RMA number and a copy of the original packing slip or invoice with the shipment. RMA numbers are valid for 45 days from issue date. There is a 20% restocking fee for non-warranty returns that are returned over 90 days from purchase date. Only items that are currently stocked are eligible for return. Electronic parts are not eligible for return. All returns should be in the original packaging. Items returned without an RMA Number are subject to refusal or a 20% restocking fee.

Cores: Core credits will expire if cores are not returned within 90 days. The Controller Core & Warranty portion of the Red Hawk Return Form must accompany all controllers and/or cores returned for credit or warranty. This form is included with the original shipment and available online. Customers are expected to pay the original refundable core charge when the invoice is due, otherwise finance charges will accrue and/or the account may be placed on hold. Credits are issued upon the return of an eligible core. Customers are responsible for freight on warranties and returns.

Special Orders: We will source special order parts or custom manufactured parts which are designated special order items (SOI). These items are non returnable.

Backorders: Unless otherwise requested by the customer, any backorder item greater than \$10.00 will be shipped as soon as the item becomes available. Special Order parts may not be cancelled.

Same Day Order Processing: Typically orders received by 2:00 pm will ship same day. We process orders immediately and cannot always guarantee that we can add to orders later in the day.

Minimum Order: The minimum order is \$25.00. Initial order minimum of \$2500 for new accounts.

Payment Terms: A signed Account Application and a copy of the Customer's Resale Certificate are required prior to any orders being shipped. Terms are net 30 from invoice date for customers with established credit and in good standing. Account balances over 30 days will be subject to a 1.5% per month finance charge. Any account 30 days past due will be placed on hold until funds are received. Terms and credit limits may change at the discretion of Red Hawk. All new accounts will be set up as Credit Card until credit is established.

Credit Cards: Visa, MasterCard, American Express and Discover are accepted for parts orders.

Prices: Prices, terms and conditions of sale are subject to change.

Hours: Red Hawk is open 8am -5pm Monday - Friday Eastern Standard Time.