

**Haytools/US Baler Belts**  
**1362 Old Gray Station Road**  
**Johnson City TN, 37615**

**RETURN POLICY**

- Customer satisfaction is the goal of HayTools/US Baler Belts. There are many legitimate reasons a customer needs to return an item.
- HayTools.com must approve all returns. HayTools/US Baler Belts reserves the right to refuse any return.
- Shipping charges are **not** refundable. Return freight costs are the responsibility of the customer.
- Returns must be sent freight prepaid to HayTools/US Baler Belts, 1362 Old Gray Station Road, Johnson City TN 37615
- Returns will not be accepted without a prior, return authorization number (RAN #).
- All damaged/defective items must be reported within 5 days of the delivery date.
- You may return your product purchased, provided it is undamaged & in unused condition, in the original packaging and it is within 30 days of your invoice date.
- If an item has been removed from its original package/packing and or used this item is subject to a restocking fee of 15% or greater. For instance an implement that has been custom fitted to a tractor by cutting the PTO to fit that tractor has reduced the marketability of that PTO even if that PTO was not used.
- Any consequential wear and or damage to the item from use will be deducted from the purchase price.
- Some items that are drop shipped from a manufacturer or third party company are non-returnable.
- Special orders and or custom fabrications are non-returnable.
- Returns are extended only to the original purchaser and are non-transferable

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**1362 Old Gray Station Road**  
**Johnson City, TN 37615**  
**423-207-1349 Phone**  
**423-207-4822 Fax**