

Chicago Harley-Davidson Internet Department Return and Exchange Policy

Within 30 days of the product shipment, you may return or exchange:

- Any item purchased from Chicago Harley-Davidson in its original condition including all product tags, instructions, hardware, accessories, and packaging.
- Any item that is defective in manufacture or workmanship for warranty replacement/repair.

You **may not** return any of the following items for any reason other than defects in manufacturing or workmanship:

- Any electrical or electrical related components.
- Any primed or painted parts or other bodywork components.
- Any installed items.
- Any item not in its original packaging or in an otherwise unsaleable condition.
- Worn clothing items
- Helmets
- Sale items/closeouts/obsolete items.

Chicago Harley-Davidson will issue a refund/exchange for any item you return that meets these conditions.

**All non-warranty returns will be subject to a 20% of retail price restocking fee. No Exceptions.
We will not issue any in store credits to avoid the restocking fee. No Exceptions.**

Items returned that do not meet the above guidelines will be returned to the customer at their expense.

Items returned after the 30 day period without prior approval will be returned to the customer at their expense.

Any return or exchange made without the return/exchange form filled out and signed will not be processed.

Please note that return/exchange processing time may become extended during peak season. Once a return or exchange is received here it is usually processed in 3-5 business days. Credits to credit cards are made when the return is processed but may take up to an additional 28 days to appear on your card.

Chicago Harley-Davidson will not refund shipping charges. If you received an item due to our error you must call us to have an electronic return services label emailed to you.

Please note: Damage that occurs during shipment is best handled directly with the shipping company. Please call the appropriate shipper to file a damage claim. Then contact Chicago Harley-Davidson and notify us.

Chicago Harley-Davidson Return and Exchange Procedure

- Complete, sign and include the Return and Exchange Request Form on page 2.
- A copy of the original invoice or print out of the online order must accompany the return.
- Clearly mark the label with either Return, Exchange or Warranty so the package can be routed correctly.
- Include all returned or exchanged items in the original packaging with product tags intact (see policy above).
- Pack all product carefully and either mail or deliver your return within 30 days of the shipment date to Chicago Harley-Davidson for a refund of the Purchase Price minus the restocking fee, or for an exchange.

Do not write on product packaging. Additional fees will be added for any product that needs to be repackaged due to writing on product box.

For your protection, we recommend that you insure your shipment for the invoice amount. Chicago Harley-Davidson will not be responsible for shipping damage or loss.

CHICAGOHARLEY.COM EXCHANGE AND RETURN REQUEST FORM

Customer Name: _____
Address: _____

Phone Number: _____
E-Mail Address: _____

Options: (Circle One) Exchange Return Warranty

Return Reason:

- Item recieved was damaged or defective. List item number and explain damage/defect in space provided.

- I ordered the wrong item/Other (explain):

Returned Items:

| Part # | Qty. | Description | Size |
|--------|-------|-------------|-------|
| _____ | _____ | _____ | _____ |
| _____ | _____ | _____ | _____ |
| _____ | _____ | _____ | _____ |
| _____ | _____ | _____ | _____ |

Exchange Request:

Please send the following replacement items:

| Part # | Qty. | Description | Size |
|--------|-------|-------------|-------|
| _____ | _____ | _____ | _____ |
| _____ | _____ | _____ | _____ |
| _____ | _____ | _____ | _____ |
| _____ | _____ | _____ | _____ |

Please Note:

*By returning an item to us you agree to the terms in our Returns and Exchanges policy on the first page of this document.
This page must be filled out completely, signed and returned with any product or your return/exchange will not be processed.*

All returns must be shipped to the address below. Please indicate on the shipping label whether it is a Warranty, Return or Exchange. If you have any questions please call 888-338-6868 prior to making your return.

Chicago Harley-Davidson
attn: Internet Sales
2929 Patriot Blvd.
Glenview, IL 60026

I have read and accept the terms of this policy.

Customer Signature: _____

Thank you for shopping with Chicago Harley-Davidson.
www.chicagoharley.com