

5 Year Limited Warranty

A 5 year Limited warranty will only apply to those who submit their warranty card via mail or e-mail. Email warranty to warranty@vantech.us. You can also get a copy of the warranty card by email-ing warranty@vantech.us and request a "warranty application". Non-registered warranty claims will not be accepted after 30 days of receiving item. Covered under the 5 year limited warranty are as follows: Mounting bases, uprights, access ladders, angle braces, drip rail clamps, "C" clamps, conduit carrier, aluminum side rails, rollers, bed rail clamps, welding and craftsmanship issues. Not covered under the 5 year limited warranty are as follows: bent, warped or normal wear and tear chips on paint, and rubber caps. Cross bars, steel side rails, mirrors, kayak carrier, ratchet tie down, velcro straps, barguards, ext. plates, and gaskets are limited to a 90 day warranty. All electrical products are covered by a 1 years warranty unless item is stated otherwise. Ladder stoppers, guides, side supports, push 2 secure, zinc hardware, and Velcro straps are covered by a 2 year limited warranty. All warranty items must be shipped to Vantech USA Incorporated 41 Gardner Avenue, Brooklyn, NY 11237. Customers must cover all shipping fees to and from destination. To submit a warranty claim e-mail us titled "warranty claim application". A claim form will be e-mailed to you within 24 - 48 hours. Fill out form and submit picture(s) as required. A warranty agent will contact you in 7-9 business days.

Individual Packages or small volume orders will be shipped via UPS / USPS pending on location and weight of item. Large items exceeding UPS / USPS size/weight limit and High volume orders will be shipped truck freight. Please allow 24 - 48 hours process time and 1-7 business days upon arrival to destination (48 states). HI, AK and PR please call for price quote. We accept 3rd party pick-ups on pre-paid items. Be aware that packages can delay due to weather conditions or sub-urban locations. Retail orders must provide telephone #'s in case of a problem. Certain item(s) can and can not be shipped PO box so please call in before purchase. Rush deliveries such as next day air, 2nd day or 3rd day must have orders placed before 12:00pm eastern standard time.

Product(s) that are damaged during transport must be reported to the shipping carrier within 24 hours after receiving delivery, otherwise customer will be held liable for all damages acquired through shipping. Please inspect all packages thoroughly before signing acceptance of shipment. A written statement of product condition and picture(s) (jpeg form) must be submitted to sales@vantech.us to start claim. Failures to do so will result in lose of time and claim. Claim process may take 1-4 weeks pending on shipping carrier.

Unused merchandise may be returned freight pre-paid in the original shipping packaging with all labels, hardware, instructions. Used or installed items are not acceptable for return. All returns must be accompanied by a RGA # and a copy of the original receipt. The RGA # must be issued within 30 days from the date of delivery. Products with

or without RGA # can not be returned after 30 days from date of delivery. To obtain a RGA # e-mail support@vantech.us titled "Return item unused" with your invoice number and reason attached. Special order items no returns. Any items sent freight collect will be refused and returned at shipper's expense. All returns are subjected to a 15% restocking/return fee. If item was shipped during promo "free shipping" customer will be subject to a 25% restocking/return fee. Customer pays all shipping and handling charge going to and from destination. Once the item has been examined and the reason of return is verified, you will be issued a refund. Refund will be issued by company check to the receiver (stated on invoice) and will take approximately 5-7 business days to process. Read "Returning an Order" below on how to properly return an item.

You may cancel an order at any time prior to processing at our center by calling 718-497-3482. Unfortunately, we are not able to cancel orders once they have been shipped. Please refer to our Returns Policies for returns. Special order item(s) can not be cancelled once an order number has been given or e-mailed.

Most item(s) are located at 41 Gardner Avenue, Brooklyn, NY 11237 and may require time to assemble or prepare so pick ups are by appointment only. An invoice will be sent to the e-mail you provide for orders made through vantech.us. Identification and proof of purchase such as a receipt print out or receipt number is necessary for pick up. Vantech USA Incorporated will add applicable sales tax for all retail pick-ups. Pick-ups times are Monday - Friday 9:00am - 4:30pm eastern standard time. To be tax exempt please fax in your business license and resale tax certificate 24 hours prior to pick up.

Pack up your return item in its original packaging and box. Make sure the product is protected with bubble wrap or cardboard if necessary. Packages will be checked thoroughly for damages when returned. Make sure to keep a record of the return when driver picks up the item. Make sure to write clearly on the box the RGA #. Please make sure that the RGA # shows clearly on the box. If there is no RGA # package will be refused and customer will be liable for the shipping and handling charges. All products sold through Vantech USA Incorporated should only be performed by Licensed professionals experienced in installation and proper operations of products. It is the responsibility of the installer to determine the suitability of the component for that application. It is both the buyer and installer's responsibility to know the capacity and limitations of the vehicle when before installing. Check local and state law regarding legal height, width, length, and weight restrictions prior to install or purchase.

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