



KPX Tractor Systems Return Policy

As a general policy, KPX does not accept returns once an item has been shipped. Because of our extremely high quality standards, and in order for us to offer truly new products to all of our customers, it is required that the item is in our possession until it is shipped to the customer. Therefore, once we ship a product to a customer we will not resell it to another customer as a new KPX product.

In extreme situations where a customer feels they absolutely must return the item, we do accept returns with the following conditions:

- 1) Returns must be executed within 5 days of product receipt.
- 2) Item must be returned in brand new condition, with absolutely no signs of use.
- 3) The buyer must pay a 20% restocking fee, depending on the product. In addition to the restocking fee, the buyer will also be responsible for paying round trip shipping on the returned item.
- 4) The refund will issued once the item is in our warehouse and has been inspected by our staff and certified to be undamaged.
- 5) You must determine if our implements will work on your tractor in advance of your purchase. We cannot accept returns because the implement will not work on your tractor. In every case we have dealt with so far, these chippers and backhoes DO work on all tractors, it is just a matter of learning how to configure them.