



# AttachMatch™ Guarantee Policy

## TERMS & CONDITIONS

The ABI Attachments AttachMatch™ Guarantee provides the original purchaser with 30 days from the date of delivery to ensure the attachments on a certified order match the purchaser's current and disclosed usage application(s), work requirements, and vehicle capabilities. If ABI determines it does not match, ABI Attachments will issue a full refund of the purchase price, plus the original freight charges, upon receipt of all complete, undamaged products returned to ABI Attachments. For an order to be AttachMatch certified, and therefore eligible for this guarantee, the AttachMatch Guarantee line item must be listed on the original order. The purchaser is responsible for fully disclosing their current usage application(s), work requirements, and the vehicle model(s) that will be used with the attachment(s) on a particular order, at the time of ordering. ABI Attachments does not guarantee any change in usage application, work requirements, or vehicle specifications after the order has been shipped.

Return freight charges are handled differently depending on whether AttachMatch or AttachMatch PLUS is listed on the order.

**If AttachMatch:** Freight charges associated with returning the following products to ABI Attachments will be the responsibility of the purchaser. Products Covered: ABI DragMaster, ABI Dragmaster Horizon, ABI SpeedMaster, ABI SportMaster, ABI Water Trailers, Large Manure Spreaders (85, 125, 185 cu ft).

**If AttachMatch PLUS:** Freight charges associated with returning the following products to ABI Attachments will be paid by ABI Attachments. Products Covered: TR3 Rake, TR3e, Arena Rascal Pro, Gravel Rascal Pro, SportPro, SR3, SR2, SR1, Mini SR, Gravel Grader, Compact Manure Spreaders (25, 50, 65 cuft), Command Seeder, Broadcast Spreaders, Cultipackers, Chain Harrows, Workman XL Trailer, & ABI Land Plane.

Before awarding a return authorization, ABI reserves the right to discuss the proper setup and use of the product with the purchaser or operator to ensure the equipment is being used as intended. This may require photographs or video of the setup and use. The return authorization, for a money-back guarantee, will be awarded only after a proper setup and use have been achieved, and the product does not perform as described in ABI-created marketing materials.

In the event of a return, the purchaser must adequately prepare the product for shipment and be available to assist in loading the freight truck that will be scheduled to pick up the product(s). Proper preparation for shipment will include safely placing and securing the product(s) to the same or similar shipping pallet or crate in which the product initially arrived. The purchaser is also required to load the freight truck in the same manner as required to offload the original delivery.

After speaking with an ABI customer service representative who has approved the return, the original purchaser will receive a return authorization notice. For the return to be valid, the original purchaser must ensure the product(s) are available to be picked up by ABI or its assigned freight carrier within 14 days from the issue of the return authorization notification. The refund will be issued back to the original payment method within 30 days of ABI Attachments receiving the returned product(s). This conditional money-back guarantee is only valid in the contiguous 48 United States & Canada. It excludes Hawaii, Alaska, islands, peninsulas, remote access locations, and other international locations. It also excludes dealer orders, products purchased from dealers, used products, and parts orders. It is non-transferable and does not cover items that have been modified or damaged by abuse, misuse not in accordance with product instructions, improper care, or improper maintenance.

**STANDARD LIMITED RETURN POLICY** - If the purchaser or request does not meet the requirements of this money-back guarantee, then ABI's standard 30 return policy will apply. ABI will consider a refund on return requests initiated within thirty (30) days of delivery to the customer of UNUSED equipment. This is not a no-questions-asked return policy. Return requests that do not comply with this limited return policy will be denied. Items may only be returned for a refund with ABI's express written consent. ABI encourages customers to exercise caution when placing an order, as once an item ships, the customer will be responsible for all round-trip shipping and handling charges incurred by ABI Attachments, Inc.. Shipping and handling charges are non-refundable. When the customer receives the product(s), they must retain the shipping pallet and packing materials, as these will be required to return the product. Refunds are limited to the product's purchase price and sales taxes paid, less any fees or expenses owed to ABI as set forth herein. An additional restocking and refurbishment fee of 25% may be applied if the product's retail value has been reduced due to any form of use. These aforementioned expenses, which the customer owes, will be deducted from the refund amount, including the original outbound carrier freight cost, the return inbound freight cost, and any restocking or refurbishment fees incurred. If the customer has utilized financing or has not paid ABI Attachments, Inc. monies sufficient to cover the expenses outlined above, the customer will be required to pay these expenses in full before a return authorization will be issued. Return requests for product(s) with customer-caused damage will be denied. The customer must email photographic evidence as requested by ABI, sufficient to determine the product's condition, and immediately discontinue use of the product(s). The customer must also take pictures of the product(s) after preparation for return shipment to document product condition and packaging before the carrier takes possession. ABI Attachments, Inc. will not assume responsibility for returns that are improperly packaged. The customer will not be responsible for damage caused by the carrier during the return if the product(s) are adequately packaged. The customer must assist in loading the truck in the same manner as it was received. Eligible refunds will not be issued until all products are returned to ABI's possession and inspected. ABI retains the exclusive and sole right to determine whether an item is eligible for return, exchange, refund, or cancellation once it has been shipped. Exchanges are only authorized for warranty replacement or replacement due to outbound freight damage. The customer shall not be responsible for damage caused by the shipping company during delivery of the product(s), provided such damage is noted on the delivery receipt at the time of delivery or the shipment is marked as "Damaged" and refused. Applicable limited warranties cover defects in material and workmanship for their respective periods. The return authorization request evaluation period ends thirty (30) days after the customer has initiated a return request, if the return authorization is approved it must be completed and all the goods returned to ABI Attachments' possession at the originating address within a forty-five (45) day period of the return authorization creation date; if either of these two periods expire due to customer delay or refusal, the return authorization will be permanently denied. To initiate a return request, call the ABI Attachments Customer Service department at 877-788-7253 (8:00 a.m. – 5:00 p.m. EST, Monday through Friday).