

## **SERVICE AND PRODUCT RETURN POLICIES**

### **Product Returns:**

The Backroad, Inc. will **not** accept any returns for refund without a return authorization. You must contact The Backroad, Inc. to obtain the authorization. Upon issue of a refund a 15% restocking fee will be applied, there will also be absolutely no refund for the cost of shipping the product(s) to any customers or clients, even if the order qualified for "free shipping" the customer will be charged the cost of shipping. The refund will be issued once the products are back in The Backroad, Inc's possession and it is determined by The Backroad, Inc. as in "sell-able" condition. Any damaged or unsalable products will not receive a refund, and will be returned to the customer or client at their expense.

### **Damaged items:**

Damaged product(s) will be eligible for a replacement. The damaged product(s) must be returned to The Backroad, Inc., a return shipping label will be provided to the customer at time of claim. To put in a "damage claim" call The Backroad, Inc. office.

### **On-site or Online Class Refund Policy:**

Upon payment for the UDOT or CDOT Pilot/Escort Certification training, you agree to pay The Backroad, Inc. whether you attend the class or not. You may transfer to a different date or location if prior authorization is granted. Failure to notify The Backroad, Inc. before the day of the class will result in a loss of the course fee. An individual may transfer to a different date/location one time free of charge; multiple transfers will result in a \$70.00 transfer fee (per occurrence). Absolutely no refunds will be authorized; you may transfer to a different date/location or send a different person in your place. Any transfers must be authorized and approved by The Backroad, Inc.

### **Renewal Certification Refund Policy:**

Upon payment for the renewal of your UDOT or CDOT Pilot/Escort Certification, you agree to pay The Backroad, Inc.; whether you complete the renewal or not. No refunds will be authorized once you receive your confirmation. If you need any clarification you must contact The Backroad, Inc. immediately via telephone at 801.838.8999 or [sales@uspilotcar.com](mailto:sales@uspilotcar.com)