



**V-TWIN MFG.™**

Tedd Cycle, Inc.  
Newburgh, NY 12550  
[www.VTwinMfg.com](http://www.VTwinMfg.com)



## RETURN POLICY (DOMESTIC RETURNS):

Refer to the following policies when returning any item to our Warranty Processing Center.

- A. You can request a return authorization number through our website at [www.VTwinMfg.com](http://www.VTwinMfg.com). Please have available the order number, part number and reason for return. You can also request a return authorization number by contacting our warranty department at 845-565-2806 or warranty fax 845-565-6328 for a return authorization number. This number authorizes the return and does not automatically create a credit or exchange for any item. Any parts returned to our Warranty Center without a return authorization number will be returned to the dealer at their expense. Tedd Cycle, Inc. reserves the right to decide between exchange, repair, credit, or the return of merchandise in question after our inspection.
- B. Items listed only on the return authorization will be accepted by Tedd Cycle, Inc. Any other items will be returned at dealer's expense. Returned goods received in damaged condition will be returned to the dealer. The return goods authorization number must be on the outside of the shipping box. Do not write the authorization number on the outside of original manufacturer's box. Return of new, saleable merchandise must be within 60 days of invoice.
- C. Please send warranty items freight paid to:  
**Tedd Cycle, Inc.**  
**7 Scobie Drive**  
**Newburgh, NY 12550**  
  
We do not issue pick-ups (call tags). Returns must be shipped via UPS or FedEx.
- D. Allow 5 business days for the processing of a return that is completed in house. In some cases, Tedd Cycle, Inc. cannot authorize exchange or credit of a returned part without the original manufacturer's consultation. Some items must be forwarded to the vendor and are subject to the vendor's time table. Please allow additional processing time for these returns.
- E. A restocking charge of 20% - 25% will be applied to all returned goods unless found to be defective. Tedd Cycle, Inc. does not give credit on return freight. If an exchange is being made it will be sent freight paid after we receive the damaged part. No returns will be accepted on modified, sanded, drilled, ground, or repainted products. No credit will be issued for labor costs incurred beyond the original invoice price of the product.
- F. Shortages and discrepancies must be reported within 24 hours of receipt of order. No credit will be issued on shortages unless the correct part is back-ordered.
- G. Products that have a dealer cost of less than \$20.00 may not be returned alone.
- H. Special order items, items with shop services or building services are not returnable.

# V-TWIN MFG.™

Tedd Cycle, Inc

## WARRANTY:

If a dealer receives a product with a defect, which is obvious to the eye, the same item may be reordered from our warranty department, and the alleged defective part returned for credit. Credit will not be issued until Tedd Cycle, Inc. has received the item in question, and our technical support staff has inspected it. No cash refunds will be issued.

Items placed in service, installed and/or used will be considered for standard warranty for replacement, repair, or pro-rated exchange. No credit will be issued on any item after it has been installed. All replacement or repair privileges are void when a product is reworked or altered by anyone. Tedd Cycle, Inc. warrants each new product to be free from defects in materials and workmanship for a period of 60 days from date of original purchase. This warranty is valid provided product is properly installed on the original vehicle, subject to normal use and service, is not utilized for race or competition purposes, and is not modified. These products must be returned freight paid to Tedd Cycle, Inc. and we will then forward the product to the manufacturer. If a thorough inspection of the product by the factory indicates defects in material or workmanship, the sole obligation of Tedd Cycle, Inc. shall be to have the product repaired or replaced by the manufacturer. This warranty covers only the product and does not include the cost of installation or removal. Tedd Cycle, Inc. shall not be liable for any and all consequential damages.

At all times, we reserve the right to repair, exchange, credit or return the item to the dealer. The dealer should not issue credit to his customer until it is determined whether or not credit will be issued. This does not apply to items under warranty.

## EXCHANGE ONLY:

Any defective items with the following part prefixes are warranty exchange only; 32-Electrical, 33-Lighting, 34-Air Cleaner, 35-Carburetor/Fuel, 39-Speedometer/Tachometer. All parts with the above prefixes that are ordered incorrectly will be subject to a 25% restocking fee.

The following products may not be returned to us:

1. Alternator rotors or clutch drums with magnets
2. Exhaust pipes because of blueing or rusting that is the result of engine heat and elements.
3. All front and rear belts from all manufacturers.
4. Oil or gas tanks with broken mounting tabs due to vibration.
5. Consumable items: paints, lubricants, cables, filters, points and rubber parts.
6. Parts books, manuals and any other type of books.
7. Open packages of service products, including gaskets, pins, bolts, rollers, o-rings and hardware.
8. Defective batteries containing acid will be credited in lieu of an exchange.
9. Broken glass or mirrors

Carburetion related products, carburetor rebuild kits, petcocks and jets will be accepted for warranty/factory warranty only. No credit will be issued.

Electrical items including Accel and Dyna carry a factory warranty for replacement or repair.

Lighting products and mirrors will be accepted for warranty exchange only. No credit will be issued. Speedometers and tachometers are warranty exchange only for vibration, not for application or ratio differences up to 10 miles.

# V-TWIN MFG.™

Tedd Cycle, Inc

## LIMITED WARRANTY:

Batteries are guaranteed up to 30 days and pro-rated up to 60 days. No guarantee for cracked or physically damaged cases or terminals at any time. Damage caused in shipping must be reported to us and carrier 24 hours after receipt of shipping. All batteries are shipped dry charged. Motors and transmissions are covered only by warranty service for 1 year from date of invoice.

Engines and transmissions being returned for Motorshop Service must be returned to:

**Tedd Cycle, Inc. , 7 Scobie Drive, Newburgh, NY 12550** for repair or replacement. Please allow 2-4 weeks to process.

## NOTE - BEFORE PAINTING GAS TANKS, OIL TANKS, FENDERS or FRAMES:

- Check new tank/fender/frame for flaws and fit before installing
- Do not grind or sand seams or joints
- Clean inside and use a sealer on tanks
- Check petcock threads for fit
- Use proper mount hardware

Gas and oil tanks are warranted for leakage as exchange only. Tedd Cycle, Inc. is not the manufacturer of the gas tanks and is not liable for paint or labor claims of any kind. Gas tanks, fenders, oil tanks or other products refinished in primer or plating will be accepted for exchange only. No credit will be issued. Tanks, fenders and frames are shipped bare metal, unless noted as primer. The primer supplied on these products is for protection only and may not be suitable as a base coat for painting.

## GENERAL POLICY:

We make no warranty of any kind as to products distributed by us, express or implied, including without limitation any warranties of merchantability and fitness for a particular purpose. We will, however, pass on all warranties made by the manufacturer, who has sole responsibility for performing such warranties. The manufacturer shall be solely responsible for any damage to person or property arising from the design, manufacture, and testing of its products, we accept no liability for such damages. We shall not be liable for indirect or consequential damages. Tedd Cycle, Inc. reserves the right to, at any time and without prior notification or liability, change or improve the design of any product, add or discontinue products. Any such acts will not give rise to an obligation to accept returns except those returns specifically provided for herein or to update design of, any such prior products. Unless advised by the dealer in writing within 30 days from date of mailing of this sales policy, we will assume the dealer is in complete agreement with this policy as herein stated. Effective date October 29, 2019 and supersedes any previously issued sales policy.