



RETURN POLICY FOR ONLINE ORDERS

Returning Your Online Order

We appreciate your business and want you to be satisfied with your order. That's why within 90 days of placing your order on the internet, you can return:

- Items that are in their original packaging and condition
- Items that were received damaged or defective
- Items received in error

Returns will not be accepted after 90 days.

Upon receipt of your return, Dexter will do one of the following:

- Replace the damaged, defective, or incorrect product and will cover the freight charges for the replacement product.
- Refund the original purchase price and applicable sales tax to your credit card account. (Products shipped damaged or incorrectly by Dexter and returned for a refund will also be credited for freight charges).

Please note: While Dexter is dedicated to customer satisfaction, we reserve the right to refuse any return. Dexter also reserves the right to add a 10% restocking charge, when necessary, to any return.

Returning an Item

When returning any item to Dexter, it is necessary to obtain a Return Materials Authorization (RMA) number. This number will assist us in processing your return quickly and accurately. Follow the steps below to obtain an RMA number for your order.

- Contact Dexter Customer Service by phone at (260) 636-5311 to get an RMA number. Returns without a RMA cannot be processed.
- After securely packing your return, ship the package to Dexter. A Customer Service Representative will advise you of the appropriate method for returning the shipment. Mark the shipping package as follows:

Dexter Axle Company
Internet Return - [RMA #]
500 South 7th Street
Albion, IN 46701
Phone (260) 636-5311

Crediting Your Account

If you requested a refund of your purchase, please allow 7-10 business days from when we receive your return for a credit to appear on your credit card. On refunded items, you will be issued credit for the original purchase price and applicable sales tax.

Customer Support

If you have any questions regarding your order or return, contact us by email at csdexter13@dexteraxle.com or by phone at (260) 636-5311.