

Return Policy



FleetCare

Hexagon® Agility® (“Agility”) makes every effort to make returns easy. Please carefully read these return guidelines before making a return. Please contact Hexagon Agility FleetCare to ensure the best process for your return.

Return Material Authorization Number

All returns require a Return Material Authorization number (RMA #). Complete the RMA Request Form (next page). The item’s proof of delivery—either the invoice number or the delivery note number—must be included; otherwise, no refund will be issued. If the form is not fully completed, there may be a delay in processing your RMA request. Email your completed form to RMAReturns@hexagonagility.com. Once you have received an RMA #, send your completed RMA Request Form with the returned item.

Do not return items until you have received an RMA #.

Re-Sellable Condition

All returns are subject to inspection. A returned item must be received in re-sellable condition, which means the item is in its original condition with no scratches, marks, or blemishes. Agility cannot accept any returned items that have been installed, altered, or modified in any way.

Determination of the re-sellable condition of returned items is at the sole discretion of Agility. If the item is not re-sellable, the RMA will be denied, and a refund will not be issued.

Return Policy Terms

- 20% restocking fee will apply to all returns (not pertaining to parts provided under warranty).
- Original shipping charges are non-refundable. Customers are responsible for shipping costs on returns and exchanges. Exceptions:
 - If you received an incorrect order (i.e., Agility sent the wrong product), you must notify Agility within 72 hours of receipt.
 - If your order sustained freight damage, the damage must be noted on the delivery paperwork and signed by the driver, and you must notify Agility immediately.
- Refunds/exchanges are processed within 15 business days of Agility receiving the returned item.
- Refunds are issued in the same payment method as the original purchase. Once a credit is issued, please allow at least 14 days or up to 30 days for the credit to appear on your billing statement or statement of account.

Non-Refundable Items

- High pressure hoses
- Type 3 or 4 cylinders of any kind
- Pre-bent fuel lines
- Any electrical items such as transducers, solenoids, or ECUs (original electrical items that do not function correctly may be replaced under warranty)
- Special ordered parts, except for warranty claim
- Custom-made mechanical parts and items

No returns will be accepted on merchandise after 30 days.

RMA Request Form



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This RMA request is not a guarantee of credit or replacement. Before making a return, please carefully read the Return Policy for complete details. Do not return non-refundable items. **Do not return items until you have received an RMA #.**

1. An RMA request must include either the "Invoice Number" (top right of invoice) or the "Delivery Note" number (top right of delivery note). Enter either one of these numbers in the form below.
2. Fill in the remainder of this RMA Request Form. Provide as much information as possible. For each item, list quantity, part number, description, and reason for return.
3. No returns will be accepted on merchandise after 30 days of the invoice date.
4. Email completed RMA Request Forms to RMAReturns@hexagonagility.com and wait to return items until you receive an RMA #.
5. The return shipping cost must be prepaid by the customer. Return shipping and handling fees are non-refundable.
6. Warranty and/or defective merchandise is subject to terms of the manufacturer's warranty.
7. Any merchandise which, in Agility's or the manufacturer's opinion, shows evidence of being used, installed contrary to manufacturer's instructions, or subjected to improper handling, packaging, or shipping by the customer will not be eligible for exchange, refund, or warranty consideration.
8. Send your prepaid return (along with completed RMA Request Form) to the address below. For loss protection, ensure your return package(s) and keep the receipt from carrier as proof of return.

Hexagon Agility FleetCare
4995 S Main St
Salisbury, NC 28147

9. For special situations, arrangements may be made to take the return directly to Hexagon Agility.
10. For parcel or truck returns, please call Hexagon Agility FleetCare at +1 (833) 443 9277. Your return may be avoided by discussing your situation with one of our trained service advisors.

RETURNS *(Auto-fill type within boxes.)*

Name: _____ Account Number: _____

Address: _____ City, State, ZIP: _____

Phone Number: _____ Vehicle Year/Make/Model: _____

Original Invoice Number

OR

Original Delivery Note Number

QTY	Part Number	Description	Reason for Return