



Warranty & Return Policy

Returns – All returns must be received within 30 days from date of receipt of original shipment from Extractor. No item may be returned without a Return Merchandise Authorization (RMA) Number from Extractor. ONLY factory defective items, or damaged during shipping (when freight services are arranged through Extractor- EXW not included), can be returned if they were purchased directly from **EXTRACTOR factory**. All items purchased through dealers need to be resolved through the dealer of **purchase**. Due to the nature of our products, we cannot authorize the return of a product that has been damaged through normal wear and tear, abuse, or not following recommended use or safety guidelines. Please read the recommended use and safety guidelines. **(Please provide clarification, documentation, and photo evidence for items damaged/opened during shipping and if item is opened and found to be defective)**. Retail, commercial and government customers must request an RMA within 10 days of **receiving order** for a replacement part. No refunds will be given at any time. All product is made on a custom order basis and made to order.

Warranty – **Extractor's** products are warranted against defects in packaging, material and workmanship for 1 year from the original purchase. Rotational molded PWC Rescue Sled hulls have a lifetime warranty from failure in the hulls at the hard points where handles attach, and where pwc to sled connection hardware are mounted. RIVERx water and ice rescue boards are limited to the 1 year warranty as mentioned above. No item may be returned without a Return Merchandise Authorization Number from our customer service department. Defective items will be repaired or replaced at our discretion. Damage caused by neglect, abuse, misuse, alteration of the product, or improper storage is not covered by this limited warranty.

All Warranty and Return matters should be sent to:

Extractor
Daniel Elias-owner
1776 Country Lane
Escondido, CA 92025
760-809-0355