

Rat's Hole Custom Bike Shows, Inc. (collectively "us", "we", "our") store are subject to the provided Terms of Service and Privacy Policy. Please review these policies and ensure you wish to consent to the terms contained therein. Your use of our website, <https://www.ratsholecustombikeshows.com/>, and the purchase of any merchandise constitutes your acceptance to the provided terms.

SECTION 1 – RETURNS

Items purchased from our store are eligible to be returned within thirty (30) days of purchase. After thirty (30) days have passed, returns are not permitted.

To be eligible for a return, your purchased item must be unused and in the same condition that you received it. If you receive an item that is delivered damaged or defective, you should notify us immediately so that we may work to correct the problem. All returns must be in the original packaging and proof of purchase must be provided.

SECTION 2 – REFUNDS

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item and advise as to whether your return has been accepted. If accepted, your refund will be processed and a credit will automatically be applied to your original method of payment, within a certain amount of days.

SECTION 3 – LATE OR MISSING REFUNDS

If you haven't received a refund yet, first check your bank account again. Then contact your credit card company, it may take some time before your refund is officially posted. Next contact your bank. There is often some processing time before a refund is posted. If you've done all of this and you still have not received your refund yet, please contact us at EMAIL ADDRESS.

SECTION 4 – FINAL SALE ITEMS

Items that are marked Final Sale or Closeout may not be returned for a refund.

SECTION 5 – EXCHANGES

We only exchange items if they are defective or damaged. If you need to exchange it for the same item, send us an email at EMAIL ADDRESS and send your item to the address provided below.

SECTION 6 – GIFTS

If the item was marked as a gift when purchased and shipped directly to you, you'll receive a gift credit for the value of your return. Once the returned item is received, a gift certificate will be mailed to you.

If the item wasn't marked as a gift when purchased, or the gift giver had the order shipped to themselves to give to you later, we will send a refund to the gift giver and he will find out about your return.

SECTION 7 – SHIPPING

If you elect to return or exchange an item, you will be responsible for any associated shipping costs and they will be deducted from your refund. We recommend that you utilize a method that allows you to track the package as we will not issue refunds or exchanges if we do not receive the item.

To return your product, please mail it to coolplaque@windstream.net.