

# Return Policy

You may return most unused items sold on ShopBOSS within 30 days of placing your order (order date) for a credit less shipping fees and less a 20% restocking fee. Items should be in their original product packaging.

If you received the wrong product or a damaged product, please contact ShopBOSS at [ShopBOSS@bossplow.com](mailto:ShopBOSS@bossplow.com) or 800-286-4155 to initiate a return.

If you no longer need the item you ordered or if you ordered a product by mistake, follow the steps below.

1. Log in to your ShopBOSS account and click on the View Order History link. Select the order that contains the product.\*
2. On the order page, check the return box then "Select for Return".
3. On the return page, enter the quantity to be returned and select the return reason from the dropdown. **Print the page** using the "Print this Page" button at the top of the page.
4. Clip the return label on the lower half of the page and affix to the return packaging. The return label **must be clearly visible on the outside of the parcel** for your return to be processed and your refund processed. Your order number must be on the return label.
5. The top half of the page with return quantity and return reason **must be placed inside the return parcel** for your return to be processed and your refund processed.
6. You may choose any method you prefer to return the product (USPS, UPS, FedEx, DHL, etc.)
7. UPS is the preferred carrier. Should you choose a different carrier, please attempt to use one that offers package tracking. Should you contact BOSS with additional questions on your return, you will be able to track your package to ensure it has been received.

Should you choose to use the US Postal Service, please add the following to the address label:  
**ShopBOSS**  
**2007 The BOSS Way**  
**Building 5, Door 17**  
**Iron Mountain, MI 49801**

\*If you did not login to ShopBOSS prior to placing your order, you can look up your order on bossplow.com. In the top navigation, click on "Order Search" to look up your order. You will need your order number and email address.

You should receive your credit within four weeks of giving your package to the return shipper; however, in most cases you will receive a credit more quickly. This time period includes:

- The transit time for us to receive your return from the shipper (5 to 10 business days)
- The time it takes us to process your return once we receive it (3 to 5 business days)
- The time it takes your bank to process the credit request (5 to 10 business days)

We will notify you via e-mail of your credit once we have received and processed the return.

- Please be sure to include the same email address you created your ShopBOSS order with on the Return Form. This will help expedite the Return process.

Note: Most parts that are available on ShopBOSS AND not considered wear items are covered under warranty for up to 1 year from the date of purchase. If these items have been used and found to be faulty, they will need to be repaired or replaced at an Authorized BOSS Dealer and are therefore non-returnable.

## Will I be reimbursed for my return shipping costs?

If you receive a damaged product or if ShopBOSS ships the wrong product, please email [ShopBOSS@bossplow.com](mailto:ShopBOSS@bossplow.com) or call 800-286-4155 to initiate a return.

BOSS does not reimburse return shipping costs on items returned for reasons that are not an error caused by BOSS. These return reasons include, but are not limited to, ordered too many, ordered the wrong item, or bought by mistake.

BOSS reserves the right to examine all returned products to determine if damaged and defective products were subject to misuse or service, negligence, accident, improper installation, maintenance, care or storage.

