

PRODUCT RETURN POLICY

We understand that there may be a time that the Willy needs to be returned and we are happy to accommodate your request. The following guidelines for returning the Willy will assure a proper and timely refund.

How to Return the Willy

The Willy must be returned, undamaged, within 30 days of purchase. The buyer may contact Winch, LLC by calling (704) 967-8558 regarding a return authorization code for any reason. Winch, LLC is not responsible for return shipping costs. It is recommended shipping with tracking and insurance as Winch, LLC is not responsible for lost or damaged items from shipping.

Shipping address:

Winch, LLC
1815 N. Rocky River Road
Monroe, NC 28110

Receipt of Purchase

The buyer must retain the purchase receipt and send a copy with the product when returning it to Winch, LLC. The refund will be processed and sent by check once the product is received. The normal processing time for refunds by Winch, LLC, is 10 working days. If your refund has not been received after 15 working days please contact the Winch, LLC by calling (704) 967-8558.

Return Policy Exclusions

The Willy cannot be returned for any of the following reasons:

1. Repairs necessitated by use other than normal use for pulling underground.
2. Damage resulting from misuse, abuse, accidents, alterations or improper installation.
3. Corrective work necessitated by modifications or repairs made without Winch, LLC authorization.