The Ultimate Seat Company Ltd.

Established 2002

Warranty
All Ultimate seats that have our fiber reinforced rigid urethane base pans have a life time warranty on the base pan only, all other vacuum formed base pans and all hardware has a 2 year warranty, foam and covers have a one year warranty against material and or workmanship defects. Your warranty is automatically activated on the delivery date.

All seat heating systems are covered for one year from delivery date.

Return Policy for Seats Purchased Directly from Ultimate Seats:
You need to ride 100 miles or more on the new seat to adjust to the new feel and riding position to really know how great it is!

If you read some of our customer comments on our web site, you will understand why the Ultimate seat is the ultimate for long distance comfort.

If you buy a seat directly from The Ultimate Seats Company, you have up to **14 days after receiving the seat** to contact us for a return authorization.

Just keep the original box and be sure to keep the seat in perfect condition, **no scratches, scuffs or tears.**
If, for any reason, your new Ultimate seat is not to your liking, **call us within 14 days** of receipt and discuss the nature of the problem with a customer service representative. We will assign you a "Return authorization" or a forwarding address.

We will either exchange it for another model or refund you for your cost of the seat. **You are responsible for the cost of the freight to you and the freight cost back to our warehouse.**

Exceptions:
The return policy does not apply to any seats with custom colors or custom embroidery or without our standard 'Ultimate' logos. If a seat is returned and after our inspection it is found to have been damaged from your use the refund amount will be adjusted accordingly.

PLEASE NOTE: Sissy Bar and Trunk Relocation kits are NON-RETURNABLE once installed on your motorcycle.

Beyond the 14 Day Return Policy:
Ultimate will not accept a returned seat beyond our 14-day notification period.

Seats Damaged in Shipping:
If you receive a seat that is apparently damaged from shipping when you open the box, **it is your responsibility to immediately call the shipping company to file a damage claim.** Be sure to keep the box and all packing material, since these may be needed in filing a claim.

Please call us also to report the damage and or if you have more questions 386-672-0288.

Return Policy from a Dealer:
If you buy an Ultimate seat from your local dealer or other supplier, the return policy is strictly between you and your dealer or supplier. Ultimate has no control over their return policies, so please be sure to ask your supplier about the details of their return policy before you make a purchase from them.