



Fit and Function Guarantee & Return Policy

For Suppliers

Effective 1/1/15
we have updated
our fit and function
guarantee and
return policy.

Ride Custom Cushions and Backs are backed by a two year manufacturer's limited warranty.

Additionally, Ride Designs guarantees that Ride Custom Cushions and Backs are fabricated to the specifications contained in the original Ride Custom Cushion and Back Order Forms, and that the fit and function is satisfactory. If for any reason, within the first 90 days of delivery to the customer, the product outcome is not satisfactory, Ride Designs will work with the provider to modify and adjust the product to remedy the deficiency. If adjustments and modifications are unsuccessful, Ride Designs and the supplier will determine if a remake is appropriate or the supplier can choose to return the product for a 50% credit.*

Please note that the fit and function guarantee does not cover errors by the provider during the ordering process. Please be sure to double-check and verify the accuracy of all order form information prior to submitting to Ride Designs.

Ride Designs will not accept any returns without a Return Authorization Number supplied by Ride Designs Customer Service.

We appreciate your understanding of this important update as well as your continued use of our products and services.

Thank you.

Ride Designs

*The 50% refund applies to the Custom products only. Off-the-shelf products still can be returned for a 10% restocking fee.

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