

PU-PRODUCTS, LLC

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MANUFACTURERS OF THE RAX SYSTEM FOR UTV, TRUCK & OFF-ROAD VEHICLES
NATIONWIDE DISTRIBUTORS OF ROK STRAPS AND OTHER UNIQUE PRODUCTS



RETURN POLICY & WARRANTY

Every item in our catalog comes with a PU-Products LLC 100% satisfaction guarantee. If you are not completely satisfied with your order when it arrives, we'll refund your money or exchange any item within 14 days of receipt.

[Click Here for Return Form](#)

With Receipt: Returned items accompanied by a receipt will be refunded at the original purchase price, plus applicable sales tax, in the original payment method.

Without Receipt: Refunds and exchanges made without a receipt will be processed at the lowest sale price, plus applicable sales tax. Items may be exchanged for the same product or returned for a merchandise credit.

Shipping and handling charges will not be refunded unless an error occurred on our part in the shipment of your order.

GUIDELINES:

PU-Products Brand Merchandise:

Aluminum products are guaranteed for 5 years from date of purchase. Warranties only cover manufacturer's defects.

5 Gallon Jugs are guaranteed leak free and will be replaced should there be any manufacturer's defects within 90 days of purchase. We will not accept any returns once you have put liquid in them, but will replace parts or jug if there is leakage within 90 days.

All other PU-Products items are guaranteed for 1 year.

ROK™ Straps:

ROK™ DOG Leashes

1 Year Guarantee on manufacturer's defects. We will not replace or refund any item if there has been excessive use or misuse.

American Outdoors Coolers:

Life time leak free warranty in effect. We will replace the liner or the main compartment zipper for the life of your cooler. If the problem happens in the first year, we will pay for the shipping back, so save your receipt. We cannot replace any outer pocket zippers. [Click here for form.](#)

For items damaged in shipment or drop shipped directly from the manufacturer, please call Customer Service at 1-619-334-1913 Pacific Standard Time or contact us by [E-Mail](#) before returning. Some products we sell are covered by a manufacturer's warranty that requires items to be sent directly to the manufacturer for replacement or repair.