

Damage Claim

If you receive a damage or defective item, contact our Customer Service Department within 3 business days of delivery at customerservice@go-bowen.com. Please be prepared to supply the following information: dealer, date of purchase, vin number, as well a contact name, e-mail, and phone number. Go-Bowen will respond promptly within 72 hours (not including weekends).

Tracking Information

A tracking number will be provided to your dealer once your unit has shipped. Once Go-Bowen has received the order, please allow up to 24 hours for your order to updated into the carriers tracking system.

Returning & Refunds

Go-Bowen is a wholesale company that does not issue refunds. Please refer to your dealer for a return. Customer should be aware of dealers return/and or parts policy.

Return Shipping

If the unit is returning to Go-Bowen, the item should be in the original packaging if possible, including the original parts and accessories.

Warranties

Go-Bowen products are warrantied to the original purchaser for 60 days on all electrical components. During the 60 day period, Go-Bowen will cover cost of replacement parts and shipping . After the 60 days, customer will be responsible for the cost of parts & shipping.

Electrical

All electrical components are warrantied to the original purchaser from the date of purchase for a 60 day period. The warranty does not cover damage from power surges, use of improper chargers, water damage, improper maintenance, or any other misuse. Failure to follow instructions or warnings stated on the product or owners manual will void the warranty.

Bumper to Bumper

Go-Bowen offers a 60 day warranty on small parts. This excludes cosmetic damage such as the plastic body covers (which should be claimed within 3 business days) and tires. This warranty does not cover normal wear and tear, damage or loss caused by misuse, accident, water damage, or stunt riding. Failure to follow instructions or warnings stated on the product or owners manual will void the warranty.

Parts or Replacement

Warranties are limited to replacement of parts, and or product determined by Go-Bowen, at it's sole discretion to be determined defective. Please contact your dealer for replacement parts or contact customerservice@go-bowen.com.