

Double D Trailers Money Back Guarantee Terms & Conditions



How sure are we that you will receive your trailer in satisfactory condition with all selected options in place and ready to roll? *100% sure!* That's why we put this guarantee in writing. If there's something wrong, we will make it right. We will order you another trailer with the corrected changes at no cost to you. If needed, we will give you a full refund on your money. The last thing we want to do is to sell a trailer to someone who doesn't want it. It makes everyone's life miserable.

Read the terms and conditions below.

Why would you refuse delivery on your trailer? When your new trailer arrives you may refuse delivery only if it isn't built to the details that you signed off on in your invoice/contract and drawing. An example of an applicable reason to refuse delivery would be if you ordered a trailer with an oversized stall, and the trailer arrives with a standard sized stall. Examples of unacceptable reasons to refuse delivery would be the dividers are too heavy, the windows are too tall, the ramp is too heavy, etc. If you have any reservations on these sorts of things, we recommend you take advantage of our buyer connect program. This will put you in touch with a current owner for you to talk with them and work out a time to see their trailer so you can touch, feel, etc.

Accepting Delivery: Once your new trailer is delivered and the driver leaves after their walkthrough, this confirms your purchase and completes your transaction as the new owner. If something is wrong or a correction needs to be made, like a flat tire or broken window, your bumper to bumper warranty will take care of this so it is not a reason to refuse delivery. Just let us know of the issue, and we will make the necessary arrangements to resolve quickly and easily.

Custom Trailers: Custom or "unusual" trailer designs are not eligible for a refund and cannot be returned. Examples of this would be a trailer specified to be a cart/carriage hauler.

***Please note that prior to delivery, we will send out at least 30 photos to you detailing every aspect of your trailer. Your trailer doesn't leave for delivery until you approve the photos.*

Payment Terms: Standard deposits are required when ordering a trailer with balance due before delivery as stated on your order.

What the money back guarantee does not cover:

You can't change your mind after you have placed your order and expect a full refund of your deposit. If you cancel your finalized order prior to production, you will only be eligible for up to a 50% refund of your total deposit, which can be applied to a future order if placed within 12 months of cancellation. 50% of the deposit will be the maximum eligible refund amount regardless of changes in personal circumstances, finances, buyer's remorse, etc. If you cancel your order once production has started, your deposit will not be refunded under any circumstances. Not accepting your trailer due to reasons other than the trailer not matching the details that you signed off on in your invoice/contract and drawing is unacceptable. In other words, buyer's remorse, change in personal circumstances, etc. are not acceptable terms for a refund. Circumstances that are not related to Double D Trailers or your new trailer are not eligible for the money back guarantee.

