



Policies and Procedures

Mission Statement

It is our mission to provide the toughest and most durable wear products on the market. We are committed to responding to our customer needs with the utmost care and consideration.

Statement of Quality

At Dura-Tuff® Wear Products we are committed to providing quality checked Dura-Tuff® products. Our numerous quality assurance tests ensure that exact standards are met and you the customer are receiving only the highest quality products and materials available.

Shipping Policy

For domestic and international land shipments, we are pleased to arrange for pickup and delivery from our dock to yours. International ocean shipments will be made from our dock to the customer's port. Unless otherwise negotiated, all orders are FOB Dura-Tuff® Wear Products plant located at 3055 S. 1030 W., Salt Lake City, Utah 84119 USA. In all cases, freight charges are due and payable to Dura-Tuff Wear Products no later than 30 days after pickup from our shipping dock.

Lost or Damaged Freight Claims

Any freight claims for lost or damaged product must be noted on the original bill of lading upon receipt of shipment. Both the freight carrier and Dura-Tuff® Wear Products are to be made aware of loss or damage to ordered contents. Failure to advise carrier at time of delivery and to obtain a statement in writing from delivering carrier of possible loss or damage will result in claim being denied. To notify Dura-Tuff® Wear Products representatives for reordering and replacement of loss or damaged product, please call (801) 973-8900.

Return Policy

Dura-Tuff® Wear Products stands behind the quality of each of its products. Unused Grouser Bars may be returned, providing they have not been damaged by incorrect care, including improper storage and/or installation practices. (See product warranty on page 17). All returns are subject to a 20% repackaging and restocking fee. If the returned product is rusted, an additional 15% refurbishing charge will be added to the restocking charge. **Bar in 10 foot or longer lengths and ice lugs are not eligible for return credit. No product returns accepted after 90 days from purchase date.**