

Tug Wheel Service Policies

Customer Service Policy

Tug Wheel is committed to providing exceptional customer service and quality products. Standard delivery timeframes are between 7-10 days; in the event that an ordered item is not available or we are unable to fulfill your order we will notify you within 2 business days to arrange a backorder or a full refund.

Definitive Advice Disclaimer

As noted in the refund policy Tug Wheel warrants that the Optitec wheel will perform to the level of our claims either found on the website or in the literature provided. Tug Wheel is frequently requested to provide specific advice information regarding the abilities of the wheel and accessories, however any information provided is only general in nature and we cannot provide definitive advice due to the number of variables involved in each situation. We will never guarantee the performance of the machine in a situation without carrying out our own testing procedures for this specific situation.

Privacy Policy

Tug Wheel is dedicated to keeping your details private. Any information, we collect in relation to you, is kept strictly secured. We do not pass on/sell/swap any of your personal details with anyone. We use this information to identify your orders, provide you with updates on your order and to personalize your shopping experience with us.

Security Policy

When purchasing from Tug Wheel your financial details are passed through a secure server using the latest 128-bit SSL (secure sockets layer) encryption technology meeting industry standards. If you have any questions regarding our security policy, please contact us on sales@tugwheel.com

Refund Policy

We warrant that Optitec wheel will perform to the level of our claims either found on the website or in the literature provided directly by Optitec. A refund policy applies only in the case where we are not able to meet our delivery schedule as promised or we are not able to rectify a fault during the warranty period.

Warranty Policy

There is a 12 Month Limited Warranty offered by Tug Wheel that covers defects in material or workmanship in our product and 2 Years cover for motor & gearbox. This warranty extends to the original purchaser only and is non-transferable.

What is Covered?

Tug Wheel will replace any faulty part(s) or the product at our option during this warranty period. Tug Wheel will also, at no charge to the purchaser, include shipping to and from a repair depot. Packaging is the responsibility of the purchaser, so we ask that you maintain the original packaging for this period

What is Not Covered?

1. The Optitec wheel is designed for personal use only. Warranty claims arising from commercial or industrial use are not covered under this policy unless approved by Tug Wheel
2. Tug Wheel will not cover any damage or failure caused by:
 - a. Water Damage
 - b. Malfunctions arising from abnormal use outside of manufacturers recommended operating and maintenance instructions