

ALL SALES ARE FINAL

Our hub kits have been out 4 years now. There are thousands on the road. **In recent months our sales have exploded and begun to attract people that have no business whatsoever of attempting any mechanical change on anything at all.** This has **NOT** been the case before. Most of our clients have been mechanically inclined or had some basic mechanical knowledge or skill set, even if only high school level. **Recently we have received orders from what I call “clickers”.** “Clickers” mechanical skills consist of changing a computer mouse battery. **If this is you, you have NO BUSINESS doing any automotive install of any type at any time.**

Are our hubs easy? Yes. We have people installing hubs in 1 hour a side in driveways with hand tools. **GO TO THIS LINK:** <http://therammaninc.com/products/ChevyGMC-2500-3500-Customer-Photos-549> **Just because you don't understand a system does NOT mean it does not function.** I do not understand computer mother boards, but the evidence suggests they work, and work well. **The evidence suggests our hubs work well and fit well.** We have a long history. We only load 2% of the thousands of pictures we receive. If we were to load all the customer photos the website would never, ever load. **GO TO THIS LINK: Link to our Happy Customer Photos:** <http://therammaninc.com/products/Locking-Hub-Customer-Photos-388>

REFUNDS, RETURNS & ORDER CANCELTIONS

People that have the proper skills, tools and confidence have NO trouble installing our drive-line kits. Our website is loaded with dozens and dozens of Happy Customers photos.

• SOME BASIC FACTS:

1. We have been open since 1981 working on brakes and drivelines.
2. We have a fantastic reputation.
3. The Happy Customers on our website is less than 2% of our clients. **Here is the link to our Happy Customer Photos:**
<http://therammaninc.com/products/HAPPY-CUSTOMER-PHOTOS-456>
4. We cannot load the hundreds of stock-piled pictures because it would slow down the website to nearly unusable.
5. **Your lack of knowledge, fear or inability to install our products is NOT our fault. Only you can judge your skill level competence.**



• **ORDER CANCELTIONS:**

We begin processing your order **immediately** after it is placed. **ALL our hub kits require extensive custom machining and assembly, which equates to labor costs and commitment of inventory.** When you place an order with us we allocate parts, machine time, and several other resources to completing your order in a **timely manner**. If we did not start machining parts immediately it would be weeks, and weeks before you received your order. **Therefore, we do NOT allow cancelations because the resources have already been deployed. WATCH THIS VIDEO:** https://youtu.be/UL2s_8khf7E

• **RETURNS AND REFUNDS:**

We **DO NOT** offer **refunds or returns**—**ALL SALES ARE FINAL**. **ALL** our parts are **custom made and must be built to order**. We machine the parts specifically for your **EXACT** vehicle application: the year, make, model and often sub-model (for example—2500, 3500, four door, extended cab, crew cab, HD or Dually). **Once parts have been allocated for a specific hub kit we cannot use those parts or resources somewhere else.**

THESE ARE ACTUAL PAST REFUND REQUESTS WE'VE HAD:

*these are not meant to be funny

- I did not like the packaging.
- My wife is so mad at me for spending money on my truck.
- My kids need books for school, I just got the notice.
- My neighbor can't help me install it, he's moving.
- It seems more complicated than the pictures.
- I've decided I don't like the design.
- I'm not sure why but I can't see how it can work. I just don't understand.
- All axles must have a nut on the end, everybody knows that.
- One stud came loose, they must have dropped it in shipping.
- The bolt pattern looks wrong, I can tell from looking at it on the table.
- I left my hubs locked for 13,000 miles and they don't seem to want to unlock. I want my money back.
- I can't install my u-joints on my 1998 Dodge 2500... I don't know how, what do I do?
- I don't like the spacers, so I'm NOT going to use them on my truck.
- I like your design but I'm going to improve it. Thanks, but I'm going to make my own hubs.

- **OUR PRODUCTS ARE CUSTOM MACHINED AND ASSEMBLED FOR YOUR SPECIFIC VEHICLE APPLICATION, THEREFORE WE DO NOT OFFER REFUNDS, RETURNS OR ORDER CANCELATIONS, ALL SALES ARE FINAL.**