

# STEEL MOBILEPRO YARD RAMP

## Owner's Manual



*Yard Ramps*



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## SAFETY WARNINGS

Read and understand all safety practices and operating instructions before installing, servicing, or operating the Steel Yard Ramp. Failure to do so could result in damage to unit, to property, and personal injury to operator.

- DO NOT stand between ramp and trucks backing up to Dock.
- ONLY trained personnel are to operate or service ramp. Follow all procedures and warnings in the service manual or posted on the ramp.
- NEVER exceed 3 mph when driving on ramp.
- NEVER travel on ramp unless lip is secured on dock or truck floor and safety chains are properly attached. Visually check that the lip is supported and has a minimum of 16" of overlap onto the dock or truck floor.
- NEVER exceed the rated capacity of ramp.
- DO NOT use the ramp if it looks damaged.
- DO NOT stop forklift or attempt to change gears while ascending or descending ramp.
- WHEN LOADED ALWAYS traverse the ramp with the forks towards the dock or elevated end.
- DO NOT operate the ramp if operation causes undue physical strain or if physical impairments could lead to undue strain in back, muscles, limbs, or joints.
- DO NOT use ramp if either of the chains are missing or if the chains are not securely in place.
- DO NOT use ramp if truck wheels are not chocked.
- DO NOT use ramp if support jacks under the trailer are not extended.

**DO NOT INSTALL, OPERATE OR SERVICE PRODUCT WITHOUT READING AND FULLY UNDERSTANDING ALL SAFETY PROCEDURES, WARNINGS, INSTALLATION AND OPERATING INSTRUCTIONS ENCLOSED IN THIS MANUAL.**



- NEVER permit a carrier to pull away and allow the ramp to fall to the ground.
- ALWAYS store the ramp with the undercarriage in the lowered position.
- NEVER use the positioning sleeve for long distance towing.
- NEVER skid a ramp sideways, ALWAYS position the ramp by rolling on its wheels.

**CALIFORNIA  
PROPOSITION 65  
WARNING**

This product contains chemicals known to the State of California to cause cancer and birth defects or other reproductive harm.

# PRECAUTIONS – READ & UNDERSTAND

	
 <p><b>Ramp Safety</b></p> <p><b>FORKLIFT SAFETY</b></p> <p><b>UNLOADED</b>      <b>LOADED</b></p> <ul style="list-style-type: none"><li>• When <b>unloaded</b> always face the <b>locks downhill</b></li><li>• When <b>loaded</b> always face the <b>forks uphill</b></li><li>• <b>NEVER</b> turn on a ramp or drive across it</li><li>• <b>NEVER</b> park on a ramp</li></ul>	 <p><b>Carry It LOW</b></p> <p><b>Drive It SLOW</b></p> <p><small>NEVER WITH SPURTS</small></p>  <p><b>3mph</b></p>

## OWNERS RESPONSIBILITY

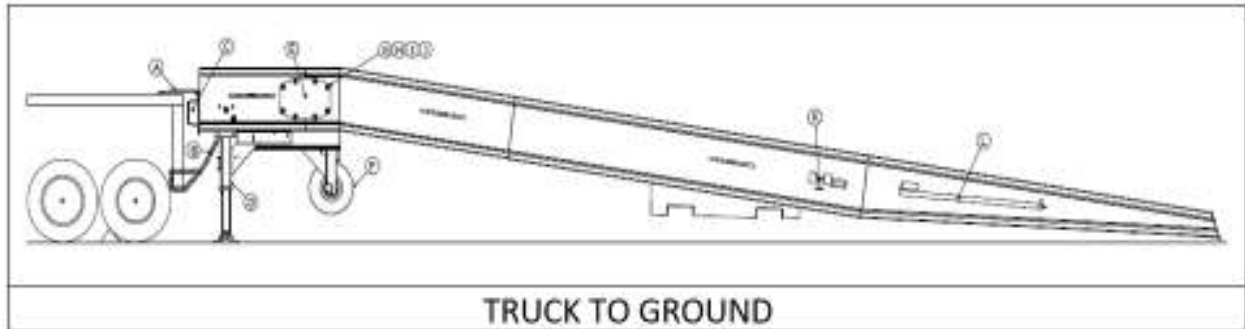
1. The owner should recognize the inherent danger of the interface between Ramp and transport vehicle. The owner should, therefore, train and instruct operators in the safe use of yard ramps.
2. Nameplates, instructions, and posted warnings shall not be obscured from the view of operating or maintenance personnel for whom such warnings are intended.
3. Manufacturer's recommended periodic maintenance and inspection procedures in effect at date of shipment shall be followed, and written records of the performance of these procedures should be kept.
4. When a transport vehicle is positioned as closely as practicable to a ramp, there shall be at least 6" of overlap between the front edge of the lip and the edge of the floor or sill of the transport vehicle. The ramp should be pushed up as tight as possible to the transport vehicle.
5. Ramps that are structurally damaged or have been improperly used shall be removed from service, inspected by the manufacturer's authorized representative, and repaired as needed before being placed back in service.
6. Periodic maintenance and adjustment is the sole responsibility of the owner.
7. Modifications or alterations of the ramp shall be made only with written permission of the original manufacturer.
8. The ramp should never be used outside its vertical working range or vertical lifting range or outside the manufacturer's labeled rated capacity. It must also be compatible with the loading equipment and other conditions relating to the application.
9. Verify with the manufacturers of all equipment to be used on your specific ramp, to ensure that operating equipment at all specified grades and conditions are within safe operation. Verify the application is suitable for the equipment to be used.
10. Assure that the operator understands the capacity rating, nameplate data, placards and all precautionary information appearing on the dock leveling device.

**NOTE**

Failure to properly maintain Portable Steel Yard Ramp could result in voided warranty





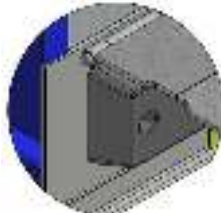
### COMPONENT IDENTIFICATION

Inspect condition of all components upon receipt. Report any missing or damaged items immediately and note discrepancies in the shipping Bill of Lading (BOL).







ID	DESCRIPTION	QTY
A	Hinged Lips	4
B	Safety Chains	2
C	Bumpers	2
D	Adjustable Legs	2
E	Fish Plates	2
F	Rubber Wheels	2
G	3/4" Bolts	21
H	3/4" Flat Washers	42
I	3/4" Lock Washers	21
J	3/4" Nuts	21
K	Ramp Clamp	1
L	Tow Bar	1

## YARD RAMP FEATURES

<b>MODULAR BUILD</b>	
	<p>Robust yard ramp design consolidates current yard ramp needs with future yard ramp requirements.</p>
<b>UNDERCARRIAGE ASSEMBLY</b>	
	<ul style="list-style-type: none"> <li>• Tubular steel box undercarriage assembly</li> <li>• 18" solid rubber pneumatic profile tires</li> </ul> <p>Heavy-duty wheels and solid rubber, pneumatic profile tires make positioning yard ramps easy.</p>
<b>HINGED FRONT LIP</b>	
	<p>Allow for adjustment up to 3" up and 3" down.</p>
<b>ADJUSTABLE LEGS</b>	
	<p>17" of travel to ensure truck is level with ramp before loading or unloading. Both high-speed and low-speed gears come standard.</p>
<b>BUMPERS</b>	
	<p>4"x10" loading dock bumpers absorb impacts with the back of the truck.</p>

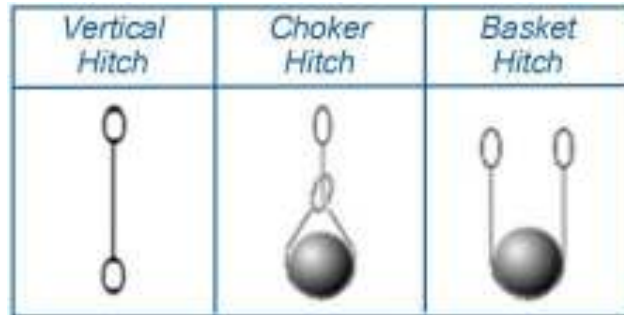


<b>RAMP CLAMP</b>	
	<p>The optional ramp clamp assists operators in moving yard ramps over short distances. Forklift tine inserts into the swiveling lift loop and is secured by a locking device.</p>
<b>TOW BAR</b>	
	<p>The optional tow bar features a fast-locking, easy hook-up to yard ramps and makes towing over with a forklift practical. A quick disconnect feature improves handling efficiency.</p>
<b>GRATING</b>	
	<ul style="list-style-type: none"> <li>• Serrated for Traction</li> <li>• Self-Cleaning</li> </ul> <p>Serrated grating provides excellent traction and the open design prevents buildup of water, snow, oil, grease and miscellaneous debris. The lower end approach plate provides maximum support and smooth transition onto the ramp grating surface.</p>
<b>SAFETY CHAINS</b>	
	<p>Standard safety chains hold yard ramps securely to the trailer or dock.</p>



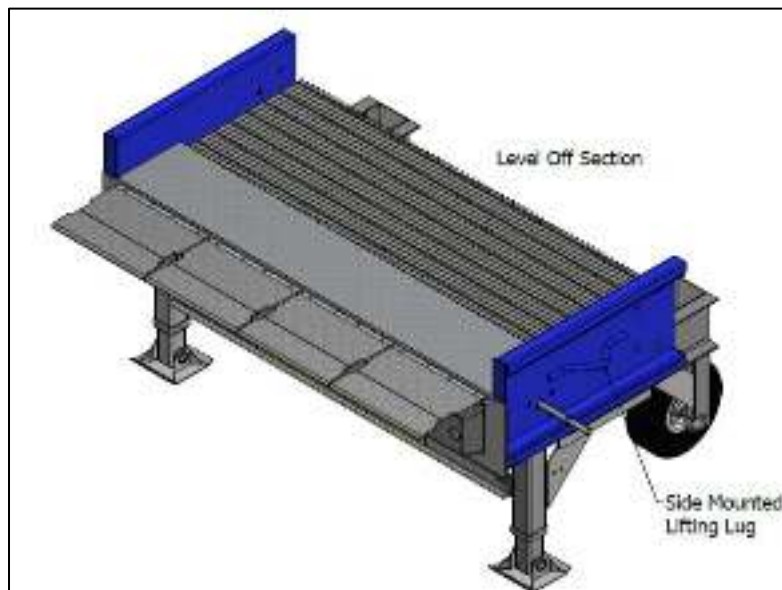
## INSTRUCTIONS FOR UNLOADING YARD RAMP FROM FLATBED TRAILERS

If an overhead crane of sufficient capacity is not available, use a forklift with a minimum capacity rating of 15,000 pounds to unload yard ramps. A nylon sling of at least 48" in length is recommended. The sling may be of the "2 eye" or "endless" configuration. A minimum capacity rating of 15,000 pounds for the basket method of lifting is recommended.



### INDIVIDUAL SECTIONS

If the MobilePro order is received as individual sections (disassembled), use a crane or forklift of sufficient capacity as described above to carefully offload each assembly from the truck. Find an area with sufficient space, roughly 50' long and 30' wide to unload and assemble the MobilePro yard ramp. First, unload the Level Off Section platform. It will arrive on its side with the side mounted lifting lug facing upward.



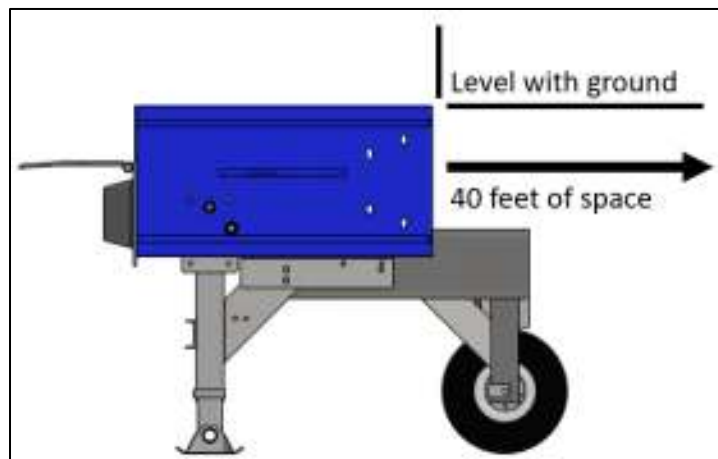
Push both forks of the forklift as close together as possible in the center of the forklift. Position forklift forks above the platform. Feed the sling through the side mounted lifting lug and position one loop of the sling over each fork to within 24 inches of the forklift carriage, thus creating a basket lift.

<b>NOTE</b>	If mast height of the forklift will not allow sling usage, position forks beneath the upper side of the ramp and above the grating. Do not attempt to lift the yard ramp from the lower side of the unit.
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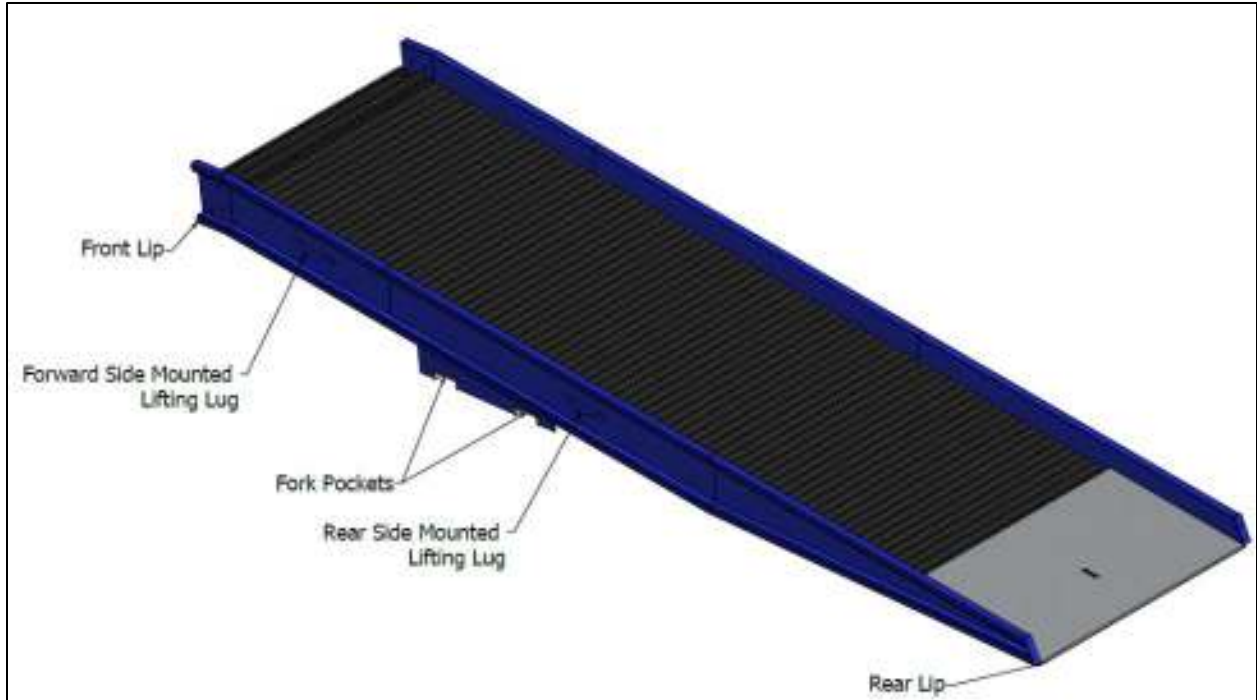
Lift the platform until it clears the floor of the trailer by a few inches. Move away from the trailer and lower the platform to the ground. To position the level off section on its wheels and legs, keep the lifting line taught but not lifting the platform, Tilt forks back fully and move slowly away from the platform, lowering the forks at the same time. Continue moving and lowering the forks until both feet and both wheels of the platform are on the ground.

<b>NOTE</b>	Once the platform is on the ground, it can be repositioned by picking it up from the end with the forks centered between the wheels. Lift locations are shown in the figure below
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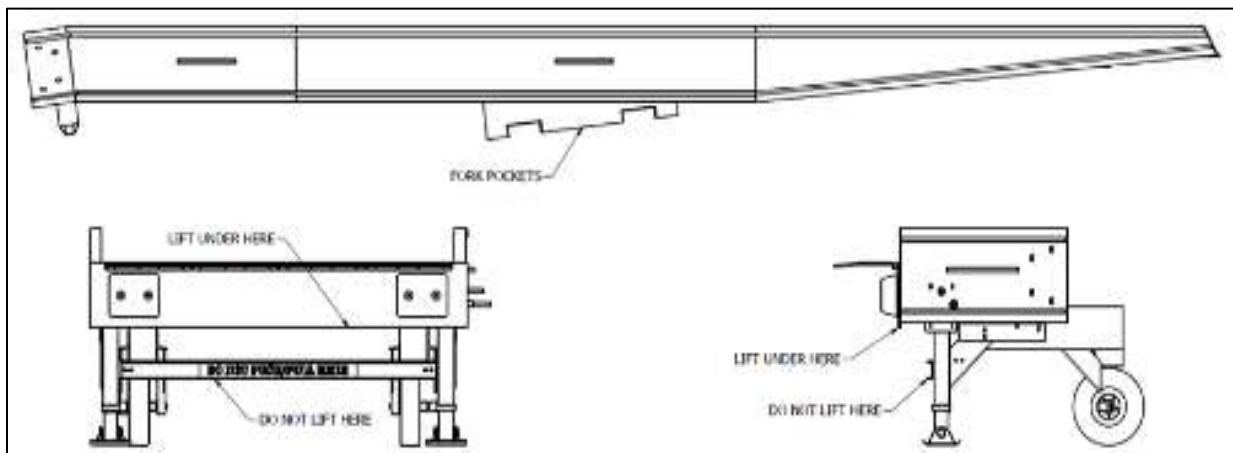
Position the platform on the ground such that it has at least 40' of space behind it for the ramp assembly. The platform should be level with the ground after it has been placed for assembly. You may need to adjust the legs up or down to achieve this.



With the platform in position, the ramp section should be offloaded next. Once again, push both forks of the forklift as close together as possible in the center of the forklift. Position forklift forks above the ramp. Feed the sling through the rear side mounted lifting lug and position one loop of the sling over each fork to within 24 inches of the forklift carriage, thus creating a basket lift. Lift the ramp until it clears the floor of the trailer by a few inches. Move away from the trailer and lower the ramp to the ground.



To lower the yard ramp for assembly, position the forklift on the underside of the yard ramp. Attach sling as described above; lift the yard ramp and place the front lip (the end with the pins or legs) on a stack of three pallets and lower the ramp so that the rear lip touches the ground. Tilt forks back fully and move slowly away from the yard ramp, lowering the forks at the same time. Continue moving and lowering the forks until the ramp is resting on the fork pockets and rear lip. Once in this position, the fork pockets may be used to reposition the ramp behind the level off platform section. Fork length of at least ½ the yard ramp width plus 6” is required to move ramp using fork pockets.



**PRE-ASSEMBLED RAMP**

If a MobilePro order is received as a pre-assembled ramp, use a crane or forklift of sufficient capacity (page 9) to offload the assembly from the truck.

**If the assembly is shipped on its side:**

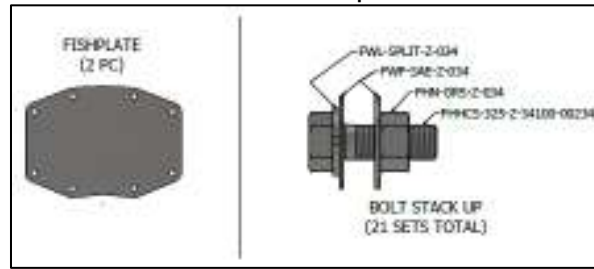
Locate the appropriate lift loop located at the top of the assembly. Follow the offload instructions outlined for unloading individual sections. Once safely on the ground, use a ramp clamp or towbar to transport the assembly.

**If the assembly is shipped in the usable position:**

Gather a shackle rated at minimum 15,000 lb working load and two, 2-eye, nylon slings of at least 15,000 lb capacity and 192" (16') length. The shackle will be used to join one eye of each sling and the other ends will be connected to a qualified crane or forklift (page 9). Use the basket method with this extended sling around the midsection of the ramp to locate the balance point of this specific MobilePro assembly. Once the balance point has been found and the assembly is reliably lifted with no tilt, lift the ramp 3-4" above the trailer. Have the truck driver slowly drive the trailer away from underneath the ramp. Once the trailer is completely removed, slowly lower the assembly to the ground, remove the sling from ramp, and use a ramp clamp or towbar to transport the assembly.

# MOBILEPRO YARD RAMP ASSEMBLY INSTRUCTIONS

The following items will be banded or boxed on a pallet.



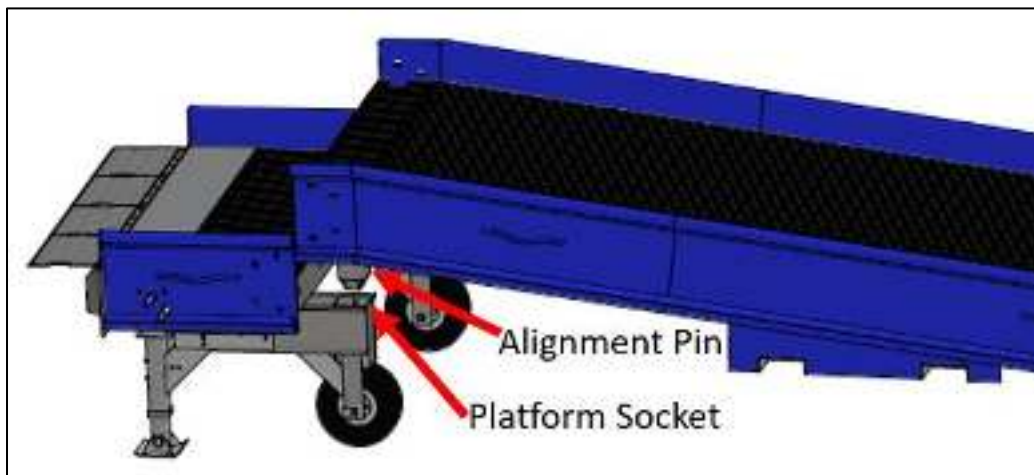
Fish Plates	2
Box of hardware consisting of:	1
Bolts 3/4" x 2.75"	21
Flat washers 3/4"	42
Lock washers 1/2"	21
Nuts 3/4"	21

Tools Needed	
15k Capacity Forklift (2)	
1-1/4" Socket Wrench	
Adjustable Wrench	
Crowbar	
3 People	

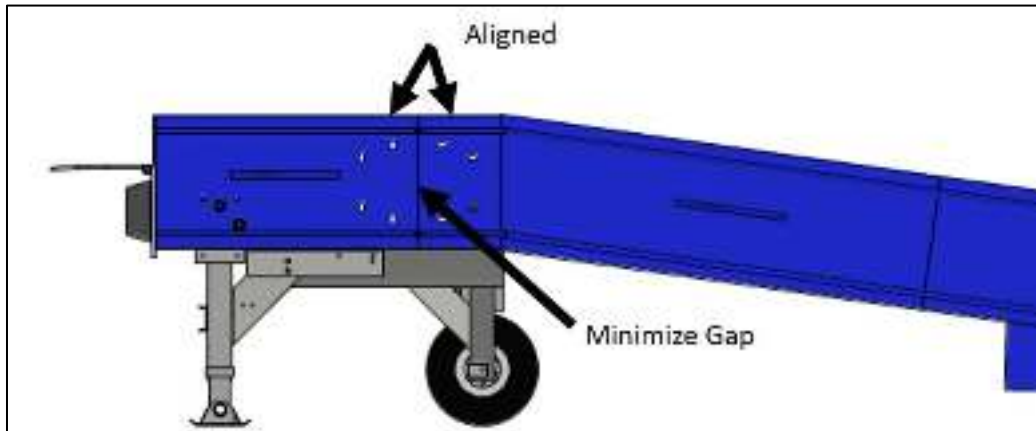
<b>PLEASE BE AWARE</b>	<ul style="list-style-type: none"> <li>➤ Remain a safe distance from and do not stand between ramp sections during assembly.</li> <li>➤ Use gloves to prevent pinch hazards.</li> <li>➤ Be aware of environment when tightening bolts of understructure.</li> </ul>
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## To Assemble MobilePro Yard Ramp Sections:

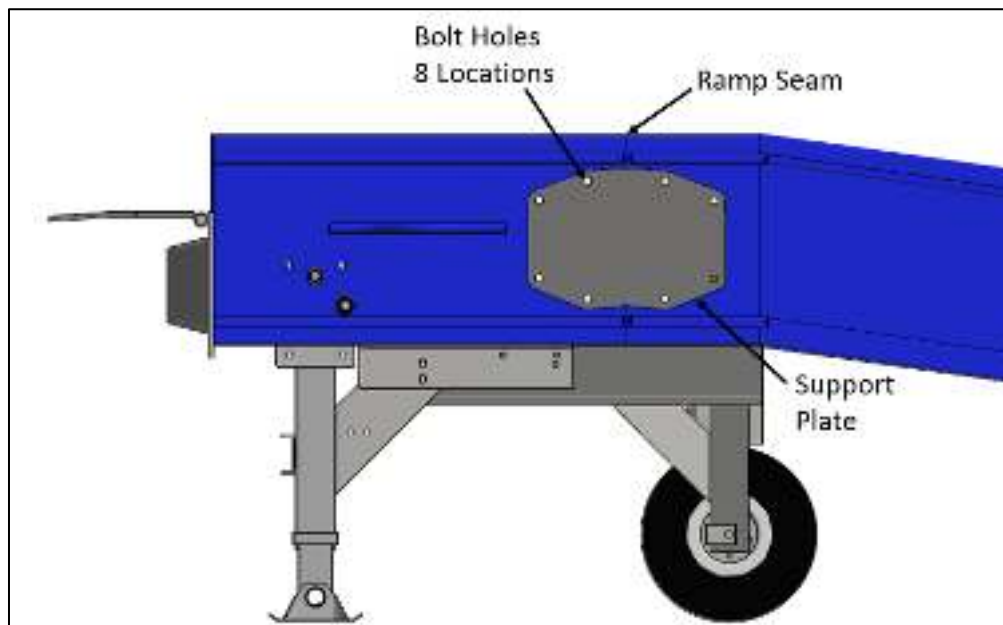
Crank the adjustable legs until the Level Off Section is parallel with the ground. Position the forklift on either side of the ramp section, in line with the fork pockets. Adjust the position of the forks to match the location of the fork pockets. Ensure that the forklift being used has a minimum lifting capacity of 15,000 lb and includes adequately long forks. Minimum fork length to move a yard ramp via fork pockets is found by taking 1/2 the ramps overall width (in inches) and adding 6". Position the forklift such that the forks go straight into the pockets and lift the ramp straight up. Drive forward under the ramp until the forklift mast touches the side of the ramp. Lift the ramp until the alignment pins of the ramp are approximately 6" above the platform sockets and maneuver it until the alignment pins line up with the platform sockets. If necessary, position a second forklift under the front of the platform section to make further adjustments and ensure the alignment pin and platform socket are in line with each other.



Slowly lower the ramp to allow the alignment pins to pull the platform into place under the ramp. If necessary, fine-tune the adjustable legs to reduce the gap between the ramp and platform sections. Continue lowering the ramp until it rests fully on the platform section. The ramp and platform sides should be aligned within  $\frac{1}{4}$ " along the top edge.



Retrieve one of the side support plates and place it on the outside of the ramp spanning the seam between the ramp and platform sections. Align the holes on the support plate with the holes in the ramp and platform sections and install the 8 bolts into the holes. Only hand-tighten the nuts before moving to the next step.



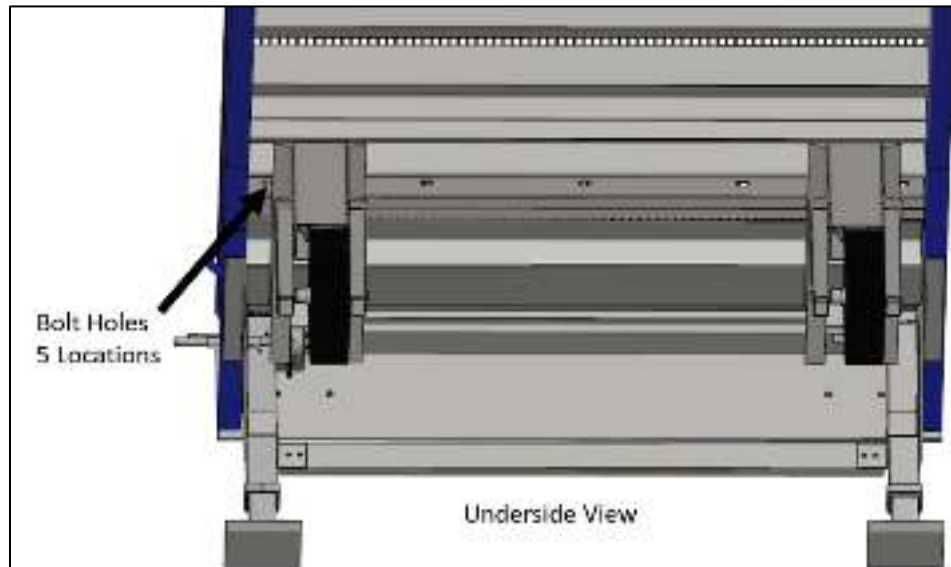
Repeat the steps above to mount the support plate on the opposite side of the ramp. Once all 21 bolts have been installed and hand tightened, check the support channel's bolt hole alignment located on the underside of the ramp and platform intersection.

**NOTE**

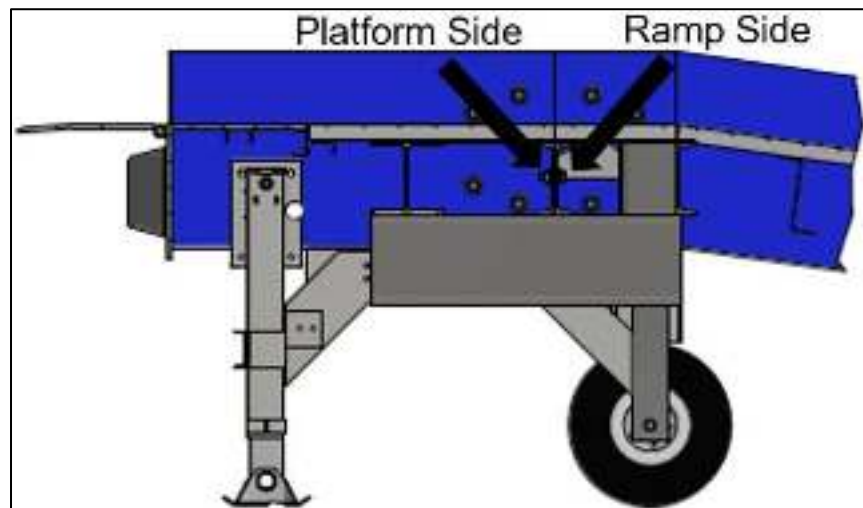
DO NOT fully tighten any of the nuts until all 21 nuts and bolts have been installed and hand tightened. This ensures the ramp will be able to fully align itself as the bolts are being tightened.



The provided  $\frac{3}{4}$ " bolt should easily pass through both channels. Minor adjustment with the forklift may be required to ensure the holes align and the bolts can be easily installed.



Once alignment has been checked and adjusted, begin installing  $\frac{3}{4}$ " bolts through the 5 holes connecting the ramp and platform sections. The two outermost holes can be accessed by running a socket wrench along the channel of the platform side and running an adjustable wrench along the channel of the ramp side. Install all 5 nuts before tightening them to a minimum torque of 75 ft-lbs. With the seam bolts tightened, proceed with tightening the fishplate hardware to the same specification.



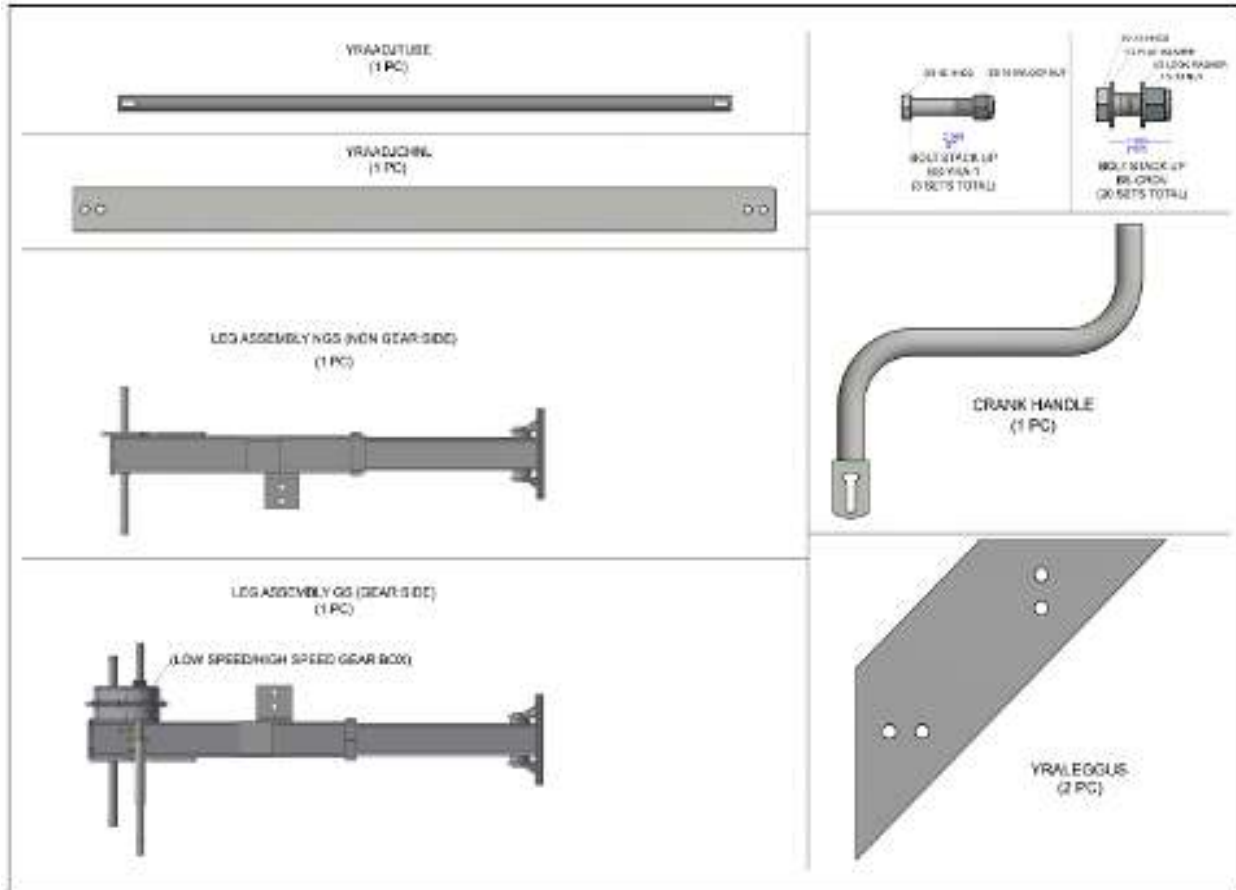
Once all hardware is properly torqued, position the forklift under fork pockets and lift the entire ramp assembly approximately 6" off the ground and set it back down. This step allows the ramp and platform sections to fully align with each other and any induced tension to be relieved. With the ramp back on the ground, return and re-torque all the nuts to a minimum of 200 ft-lbs.

The ramp is now ready to be moved into place and used up to the rated capacity.



# YARD RAMP ADJUSTABLE-LEG INSTALLATION INSTRUCTIONS

If ramp is shipped without adjustable legs installed the following items will be banded to a pallet.



Gussets	2
Legs (1 with crank-gear box and handle extension)	2
Flat channel connection bar	1
Round tube connection bar	1
Crank handle	1
Bag of hardware consisting of:	1
Bolts 1/2" x 1.5"	20
Flat washers 1/2"	20
Lock washers 1/2"	20
Nuts 1/2"	20
For the legs, gussets, and channel bar	
3/8" x 2" bolts and nuts	3
For the handle and round tube connection	

Tools Needed
8k capacity forklift
3/4" Socket Wrench (x2)
9/16" Socket Wrench (x2)
2 People
Metal band clipper

**To Assemble Adjustable Legs:**

1. Set pallet on ground; cut banding.
2. Position forklift to lift front section of ramp (page 9).
3. Lift the front of the ramp to 48" above the ground.
4. Extend undercarriage until it is touching the ground but not lifting the ramp off the forklift forks.
5. Remove items from the pallet and separate them by left and right leg:
  - a. Right side of ramp receives the crank-gear leg, handle, gusset, and fasteners. The right side is the driver side of truck.
  - b. Left side of ramp receives leg without gearbox, gusset and fasteners.
6. Lay parts out on both sides of ramp.
7. Place flat channel and tube in between the two legs and perpendicular to ramp.
8. Count out fasteners for each leg, channel, and tube to place them on the left and right side of ramp.
9. Hand crank legs equally to desired position.
10. Assemble one side at a time beginning with crank-gear side.
  - a. HAND TIGHTEN ONLY
11. Install left side leg.
  - a. HAND TIGHTEN ONLY
12. Install flat channel by connecting to both legs.
  - a. HAND TIGHTEN ONLY
13. Connect round tube from upper gear shaft on crank gear box to shaft on left leg.
  - a. HAND TIGHTEN ONLY
14. Connect gusset from jack to ramp on each side.
  - a. HAND TIGHTEN ONLY
15. Connect handle with 3/8" bolt and nut.
16. PROPERLY TIGHTEN ALL BOLTS

<b>PLEASE BE AWARE</b>	<ul style="list-style-type: none"><li>➤ The legs have two gears; low and high.</li><li>➤ The low gear is designed to operate under load conditions when the legs are engaged and on the ground. Low gear is engaged when handle is pushed inward toward gear box.</li><li>➤ The high gear is designed to operate under no-load conditions when the legs are disengaged, not touching the ground. High gear is engaged when handle is pulled out toward operator.</li></ul>
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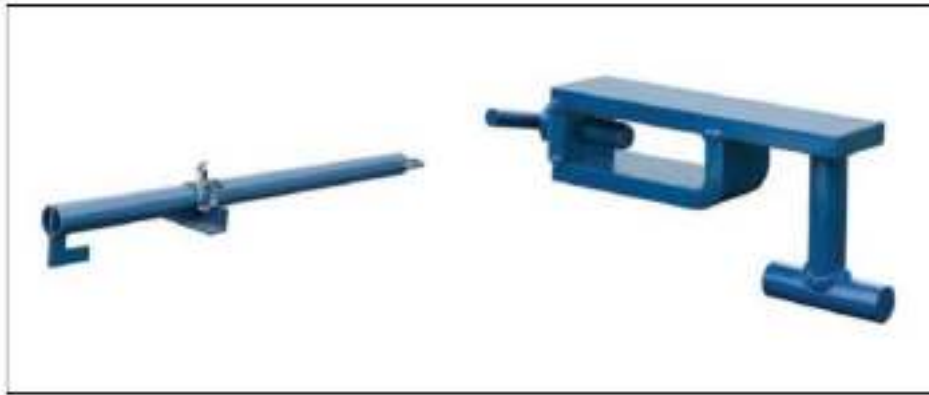


## YARD RAMP OPERATING INSTRUCTIONS

### BALANCE

Wheels are located near the level off section of a MobilePro yard ramp. The heavier side is towards the approach (or low end) for ease of operation and to make the yard ramp trail properly when being towed. Note potential changes in balance if elevated on excessively unlevel ground.

### TOWING



Lower adjustable legs to their shortest possible height and let the yard ramp settle slowly to its lowest position.

**Follow instructions in the next section to raise the ramp until the adjustable legs have 6" of clearance above grade.**

Once the adjustable legs have been lifted, install the ramp clamp by inserting the T handle into the slot of the rear apron and rotating it 90 degrees. Insert a single forklift fork into the pocket and tighten the screw against the side of the fork. If using a tow bar, the L hook is inserted into the hole in the apron and the angle piece is slid into place and locked using the provided hitch pin. The other side of the tow bar is to be securely attached to the towing attachment of the forklift. Towing speed will be governed by prevailing conditions but should not be such as to cause severe jostling. Towing speeds should not exceed 3 mph. The ramp clamp is intended for short towing distances and precise positioning of yard ramp units. Tow bars are intended for longer distances. Over the road towing is limited by governing state and federal laws.

### POSITIONING

Ensure that the mating truck is secured in place using wheel chocks before positioning ramp. With the adjustable legs retracted at least 6" from the ground and the hinged lips in the upright position, maneuver the yard ramp so that the front edge of the ramp is at the same height as the end of the trailer or face of the dock. Slowly push the ramp forward until the bumpers contact the trailer or dock. Extend the retractable legs using the high-speed gear by pulling the handle out toward the operator until they meet the ground. Once the legs have contacted the ground, keep extending legs until the undercarriage is no longer contacting the ground. Once the level has been set, lower the hinged lip plates into place ensuring that they reach at least 6" into the truck or over the dock.

Yard ramps which have been set up for a certain service height can be left in place for future use by backing a truck into the ramp. When backing a truck into the ramp, ensure that the hinged lips are fully upright and the front edge of the level off section of the ramp is at the same height as the trailer before the truck begins backing up to the ramp. The truck should be backed into the ramp as slowly and evenly as possible. At least one ramp bumper must be touching the back of the truck, and the other side of the truck must be close enough to ensure the hinged lip plates reach at least 6" into the truck. Once this has been accomplished, the truck should be secured in place and the ramp adjusted using the low-speed gear until the level off section of the ramp matches the height of the trailer. Once level, lower the hinged lip plates into place, once again ensuring that they reach at least 6" into the truck at all locations.

### **SECURING**

For safety, always secure the yard ramp in place utilizing the two safety chains located on the front of the yard ramp. Chains should be looped around a sturdy part of the trailer (ICC Bar), platform, or dock on which the yard ramp is resting, using the grab hooks to complete the loop. The chains should be as tight and as horizontal as possible but allow for change in vehicle height caused by shifting loads. Ensure the trailer is blocked safely using wheel chocks to prevent forward creep or unexpected departure.



### **USING**

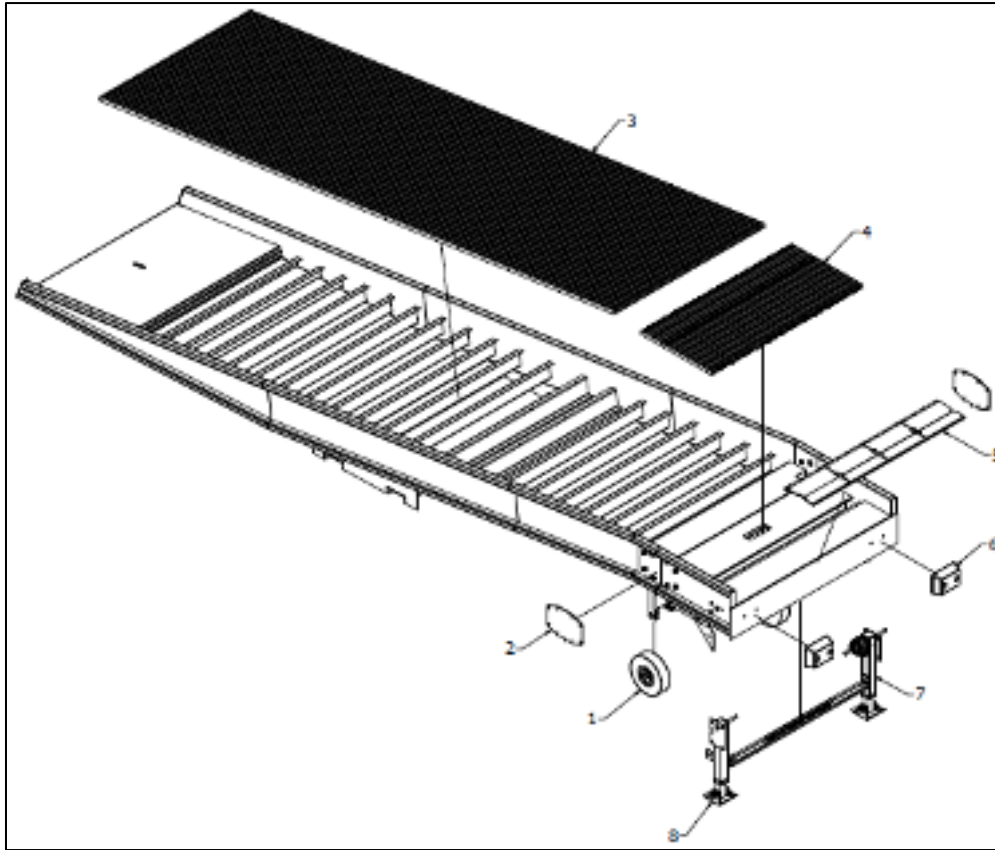
Verify that all joining hardware is tight before using MobilePro. Vehicles traversing the yard ramp should always maintain a slow, steady speed, preferably in low gear. They should not stop or change gears while on the yard ramp, as this may cause excessive wear and damage to the vehicle tires. Forklift trucks should ascend and descend with their forks tilted back and raised enough to avoid contact with the yard ramp deck.

### **STORAGE**

When finished using yard ramp:

1. Release the safety chains and place them securely on the deck of the yard ramp.
2. Lift hinged lip plates to the vertical position.
3. Trucks may be driven away from the yard ramp once hinged plates are vertical.
4. Use the high-speed gear to fully retract the adjustable legs.
5. Roll yard ramp away from platform, dock, or vehicle.
6. Move ramp to area where it will be stored.
7. Extend adjustable legs until the undercarriage wheels no longer contact the ground.

**PARTS LIST**



BOM ID	DESCRIPTION	PART NUMBER
1	RUBBER TIRE	YMW2 / YHUB2
2	PLATE	FISHPLATE
3	GRATING (call for size)	---
4	GRATING (call for size)	---
5	HINGED LIP	FLIPPLATE3090
6	BUMPERS	M1013B
7	LEG	YRAADJLEG
8	LEG PAD	YRAADJLEG-PAD

## MAINTENANCE

The Bluff Yard Ramp will provide years of efficient operation if properly maintained. Preventive maintenance should be performed every six months or as needed for normal usage. For efficient operation and proper maintenance of Yard Ramp used for multiple shifts (above normal usage), maintenance should be performed every 30 days.

- **Tires:** Solid Pneumatic-Profile Tires (Standard Equipment)
  1. These tires are virtually maintenance free.
  2. Tires can develop flat spots if left standing under load for extended periods, especially in hot weather. This can be prevented by resting the yard ramp lip on a stable support and releasing the hydraulic pressure, thereby taking load off of the tires.
- **Bolts:** Joining bolts should be inspected at least once per month, more if frequently transported.
- 
- **Structure** Welded yard ramp structure should be inspected every 3 months for multiple shift usage and every 6 months for single shift usage (or more often, according to usage) for evidence of damage, including, but not limited to, cracks/failures in materials or welds.
- Steel work should be repainted as required.
- **Removing Wheels:** Pump yard ramp up to its maximum height. Extend legs fully until they lift the yard ramp wheels off the ground. Remove cotter pin and washer from axle. Remove bolt axle to free wheel. Note the relative positions of the spacers and washers so they can be replaced in the same locations.





## **BLUFF WARRANTY**

Bluff Manufacturing warrants their products to be free from defects in material and workmanship for a period of 5 years from shipping date to original purchaser. Warranty eligibility requires all products are used and serviced in accordance with the company's recommendations, product selection guides, product manuals and installation instructions.

Bluff Manufacturing's obligation under this warranty shall be limited to the repair, by Bluff Manufacturing or a Bluff Manufacturing authorized technician, or exchange of any part of parts which may prove defective under normal service within the time limitations set forth above, and which our examination shall disclose to our satisfaction to be defective. Bluff Manufacturing requires the purchaser to send date stamped photographs for the initial review of warranty claim products.

This limited warranty does not cover any defects, malfunction or failure caused by or resulting from improper or unauthorized service, maintenance, installation repair or use not in conformance or accordance with Bluff Manufacturing's recommendations, product selection guides, product manuals or installation instructions and the intended use and capacities or specifications or from abuse, neglect, accident, weather related issues or any other cause beyond the control of Bluff Manufacturing. This limited warranty is made only to the original purchaser, which shall be deemed to mean that person or organization to which the product is originally shipped or installed.

Bluff Manufacturing does not approve nor authorize any other person or entity to obligate

Bluff Manufacturing to any other liability not described herein concerning the sale of its products.

Bluff Manufacturing shall not be liable for any incidental or consequential damages. And liability hereunder is expressly limited to repair or replacement of any part or parts which may prove defective within the time prescribed hereon.

This warranty is expressly in lieu of all other warranties, expressed or implied, including the warranties of merchantability and fitness for a particular purpose and all other obligations or liabilities on our part.

Warranty is limited to value of components only.

No liability for loss of the use of any equipment and expressly disclaims any liability for incidental or consequential damages.

This warranty will not apply to any product which has been altered, modified, damaged or which has deteriorated due to abuse, neglect, misuse or by accident.

**BLUFF RETURNED GOODS AUTHORIZATION (RGA)**

Before returning any merchandise for any reason whatsoever, it is necessary to contact Bluff Manufacturing for approval. All requests must be submitted with a date stamped photograph of item to be returned. If approval is given, an RGA number will be given by Bluff Manufacturing. This RGA number must appear on all documents involving the returned goods.

Freight charges on all RGA's must be PREPAID on returns but not warranties.

RGA numbers will not be issued after thirty (30) days from the date of shipment, except for warranty items, by Bluff Manufacturing or its designated representative.

A restocking charge of 25% will be made on all merchandise except as allowed under warranty claims.

Returns will not be allowed on any custom, special or worksheet required items and products in non-resalable condition.