

CaddyTrek[®]

User Manual



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WARNING: LITHIUM-ION BATTERY

CAUTION

To prevent the risk of fire or battery explosion, keep away from ignition sources, heat and flame. Avoid mechanical or electrical abuse.

Lithium-ion batteries provide high energy density and can be recharged time after time. Storing large amounts of energy can be inherently dangerous as these batteries contain lithium ions and highly flammable electrolytes.

Causes of lithium-ion failure include puncture, overheating, overcharging, short circuit, internal cell failure and manufacturing deficiencies.

If your lithium-ion battery has any of the following signs stop using it immediately and call 702-982-6598. Keep away from anything flammable.

- Strange odor
- Leaking
- Change in color or shape.
- Excessive overheating
- Strange noises

It is important to be aware of the potential dangers of lithium-ion batteries and follow good battery safety tips to prevent fires or explosions.

WARNINGS

- Do store battery in a cool, dry place away from direct sunlight and excessive heat or cold.
- Do not store or charge battery in temperatures below -10°C or above 40°C.
- Do charge in a well-ventilated area.
- Do not charge battery in a sealed container or upside down.
- Do not charge the battery near the heater, or where heat accumulates, or in direct sunshine.
- Do not leave the charger connected to battery overnight.
- Do not disassemble the battery or open the battery. Risk of electric shock or fire
- Do not touch the electric poles of the battery.
- Do not keep battery connected to the grid during prolonged power outages.
- Do not splash or immerse battery in liquids.
- Do not use a non-CaddyTrek branded charger to charge battery as it may cause battery damage or cause fire.
- Do not use battery if damaged.
- If disposing of battery, take it to a proper recycling center

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GETTING STARTED

What's included with the CaddyTrek?

The CaddyTrek is shipped with the following items:

- Main Battery
- Main Battery Charger
- Handset
- Handset Battery
- Handset Battery Charger

Charging the Battery

The CaddyTrek uses a Lithium-Ion battery to power the motors and sensors and should be fully charged before use. Approx. 6-8 hours.

You can charge the main battery and handset on any 110-volt outlet. Plug the charger into the charger port located on the battery inside the electronics box.



The following instructions will show you how to correctly charge the main battery using the provided battery charger and explain what the indicator lights mean.

Checking battery level

To check the battery level, press the **RED** button on top left of the battery (see photo).



Green light indicators

3-green lights: The battery is fully charged.

2-green lights: The battery is 50-75% charged.

1-green light: The battery is less than 50% charged.

GETTING STARTED

Using the Battery Charger

1. Remove the CaddyTrek battery from the CaddyTrek unit.
2. Plug the battery charger into the main battery's charging port.
3. Plug the other end of battery charger into a power outlet.
4. The indicator light should turn **RED** to indicate battery is charging.
5. If the charge indicator light does NOT turn **RED**:
 - a. Leave the charger plugged into the battery.
 - b. Unplug the charger from the power outlet, wait 5 seconds then plug it back in.
 - c. Within 3 seconds the indicator light should now turn **RED**.
6. Check the battery charge level again (refer to checking battery level above).
7. If the indicator light is **GREEN**, the battery is charged.
 - a. Unplug the charger from the battery.
 - b. Carefully reinsert the battery back into the CaddyTrek and begin use.
8. If the indicator light is not **GREEN**, charge for an additional 1-2 hours.

Handset battery and charger

The handset comes with a Lithium Ion 4.2V battery and battery charger. The battery takes about 2 hours for a full charge and will last about 30 hours.

See page 5 for more information.

Powering up the CaddyTrek

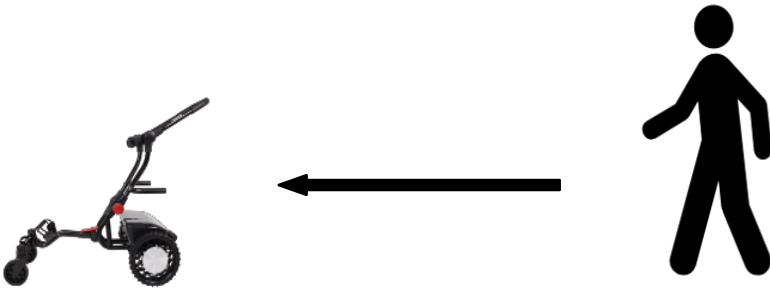
1. Power on the CaddyTrek by pressing the far-left green button on the back of battery box.



GETTING STARTED

Power up the Handset

Position yourself **BEHIND** the **LARGE** wheels of cart, then power on the handset. You will hear 2 short beeps once communication is established. The sensor bars **MUST be PARALLEL** to the sensor on handset. Note: CaddyTrek will be in Standby Mode (SB) with LED light flashing.



Extending the Fifth Wheel

1. Separate the two pieces apart.



2. Turn the left piece upwards.



USING THE HANDSET

Familiarize yourself with the handset layout.

Understanding how to quickly maneuver the unit is essential in avoiding an accident and getting maximum benefit out of the CaddyTrek.



Using the Directional Buttons

- Press the Forward, Reverse, Left or Right directional buttons to move CaddyTrek in the desired direction.
- To accelerate CaddyTrek to its maximum speed, hold down the Forward button or press repeatedly.
- To slow CaddyTrek down to a stop while moving forward, repeatedly press the Reverse or Stop button. Once stopped, pressing once more will reverse the unit.

USING THE HANDSET

Additional Handset Commands

Note: All codes must be done from (SB) mode. The CaddyTrek powers up in (SB) mode and returns to (SB) mode upon exiting any other mode.

1. Mute the handset:

- a. Press the DOWN arrow (4) times then press STOP.
- b. Repeat steps to disengage.

2. Free the wheels while unit is on:

- a. Press and hold the UP arrow until the unit beeps.
- b. To disengage, press STOP.

3. Check the handset battery charge level:

- a. Turn on the handset.
- b. Press and hold the STOP button for 2-3 seconds.
- c. Read LED light indicators left to right.
 - i. 4 green lights = 100% charged
 - ii. 3 green lights = 70% charged
 - iii. 2 green lights = 40% charged
 - iv. 1 green light = 10% charged

4. Changing the RF (Radio Frequency-See Pg. 11):

- Yellow = LEFT, LEFT, LEFT, STOP (one beep)
- Pink = DOWN, DOWN, DOWN, STOP (two beeps)
- Gray = RIGHT, RIGHT, RIGHT, STOP (three beeps)

5. Audio for Follow and Marching Mode:

- a. Turn on Audio.
 - i. In (SB) mode, hold down the RIGHT directional button until you hear 2 beeps.
 - ii. Stand with your back to the unit and hold down the Follow button (you'll hear 2 beeps for Follow mode and 3 beeps for Marching mode).
- b. Turn off Audio.
 - i. In (SB) mode, hold down the RIGHT directional button until you hear 4 beeps.

6. Recalibrate handset.

If the unit veers to the left or to the right, you may need to recalibrate.

- a. Turn the unit on.
- b. Press LEFT, RIGHT, LEFT, RIGHT, then press STOP.
- c. The unit will beep twice.

OPERATION MODES

Standby (SB) Mode

SB mode is a starting point for all other modes. When the unit is turned on, the CaddyTrek will automatically enter into SB mode and wait for further instruction from the user.

While in SB mode:

1. CaddyTrek's wheels will be locked.
2. The unit will automatically sync with the handset.
3. You should not push the CaddyTrek.

Manual Push Mode (use on level ground)

1. Make sure CaddyTrek and the handset are powered off.
2. Guide CaddyTrek with the push bar.
3. CaddyTrek will not automatically brake when the power is off, so use caution on hills and steep slopes.

Remote Control (RC) Mode

1. Power on the CaddyTrek.
2. Position yourself behind the large wheels of CaddyTrek with your chest facing the CaddyTrek.
3. Hold down the "Left" directional button until the handset emits a short beep, and the RC light will turn on.
4. To stop the unit, press the STOP button once.

Follow (FL) Mode

1. Position yourself 3.5 feet in front of the large wheels of unit, with your back facing the CaddyTrek.
2. Clip and center the handset on your back belt.
3. Hold down the Follow button until you hear 1 beep from the handset.
4. Start walking and the CaddyTrek will follow.
5. To disengage, press the STOP or FOLLOW button.



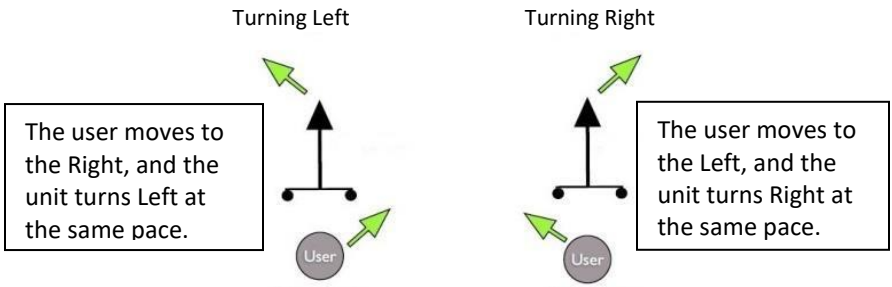
OPERATION MODES

Marching Mode

1. While in FL mode, turn your body so that it's facing the CaddyTrek (see image on bottom of page) and clip the handset to the front center of belt/pant.
2. Start walking and the CaddyTrek will march in front of you.
3. To go back to FL mode, turn your body back to the FL position, move the handset to your back belt/pant and start walking.
4. To disengage, press the STOP or FOLLOW button.

Using Marching Mode

1. Stand 3.5 ft. from the unit and between the sensors.
2. Clip handset to front of belt (make sure the handset is facing the unit).
3. Move towards the CaddyTrek to engage unit.
 - a. Turning the unit while in Marching Mode:
 - Move one-half step in the opposite direction.



Tips

- For the best results, make sure the handset sensor and unit sensors are facing each other with a clear line of site.
- Walk slowly and guide CaddyTrek carefully to clear hazardous areas such as bodies of water, bunkers, and other obstructions.
- Take sharp turns at a slower pace.



THE CADDYBELT

The Purpose of the CaddyBelt (not included in purchase)

The use of the CaddyBelt is to eliminate having to move the handset from back to front or vice versa.

The dual sensors allow you to turn your body 180 degrees in the other direction, hands free.

NOTE: To use the CaddyBelt in dual mode, you will need to start in FL mode.

Using the CaddyBelt

1. Insert the CaddyBelt's micro-USB port into the handset.



2. Insert the other end of CaddyBelt into the Ultrasonic Sensor. You can plug the CaddyBelt into either the left or right side of Ultrasonic Sensor depending on your preference.



3. Power on the handset (lights will turn green).



CaddyBelt Sensor

THE CADDYBELT

4. Power on the CaddyTrek and position yourself 3.5 feet from the unit.



5. Attach the handset to your back and the CaddyBelt sensor to the front of your body.



6. Engage FL mode
 - a. Hold down the Follow button until you hear one short beep.
 - b. Start walking and the CaddyTrek will follow.
 - c. To disengage, press the STOP or FOLLOW button.
7. To use the CaddyBelt in dual mode (Marching and Follow), you will need to start in FL mode.
8. To change to Marching, turn your body 180 degrees and the cart will automatically start marching in front of you.
9. To disengage, push the FOLLOW or STOP button.
10. If your unit is not engaging, ensure that the Ultrasonic Sensor light is green & sensors are not obstructed.

PLEASE NOTE: The CaddyBelt is NOT included with purchase.

PAIRING THE HANDSET AND CADDYTREK

Handset Pairing and Re-Synching

There may be times when the handset will lose connection to CaddyTrek, usually after replacing the battery.



Should the handset and CaddyTrek lose connection with each other, they will need to be resynched.

1. TURN OFF the CaddyTrek and the Handset.
2. TURN ON the CaddyTrek and within 5 seconds, TURN ON the handset.
3. Immediately press and hold the STOP button while repeatedly pressing the UP button.
4. When you hear beeps from handset, you have successfully re-synced your handset with your unit.
5. Your handset will then revert to Stand By (SB) Mode.

PLEASE NOTE: The entire re-synching process should only take about 10 seconds. It may be necessary to restart the process if too much time elapses between turning on the unit and the handset.

CaddyTrek Handset Checks

- Check for the overall tactile feel of handset buttons. Are they stuck, loose, or normal?
- Remove the handset battery and re-insert it. Upon re-inserting the handset battery, you should hear a long beep sound signifying that both the handset and handset battery are functioning.
- When charging your handset battery, the LED indicator should be red for charging and green for when charging is complete.
- The LED indicator switches to green when you remove the handset battery while the handset is still plugged in.
- When powering on your handset you should hear a long beep sound. Shortly afterwards, you should hear 2 short beeps that signify handset pairing.
- To check handset battery levels, press the orange STOP button.
- Check modes: SB (Stand-By), RC (Remote Control), FL (Follow)

PRECAUTIONS

Wide Open Spaces

CaddyTrek is designed for use in wide open spaces only. Do not operate CaddyTrek in enclosed or confined areas.

The CaddyTrek uses RF and Ultrasound signals to communicate back and forth from the CaddyTrek to the remote handset. On occasion the user may experience interference with the communication of the CaddyTrek when using Follow (FL) mode or Marching mode.

When encountering interference, use RC or Push mode.

In the Parking Lot

Always turn the unit on when setting up in a parking lot – that will lock the wheels and keep the unit from moving while you set it up.

Use either RC or Push mode when in parking lot to navigate around cars or other obstacles that can cause the signal to bounce.

Obstacles

User needs to be aware of obstacles and how they can affect the Ultrasound signals. Use caution and move slowly around obstacles including bodies of water, bunkers and other obstructions.

When in doubt, use RC or Push mode.

Signal Interference

Abnormal or erratic behavior can be caused by radio frequency signals interference Wi-Fi or similar electronic signals. Be aware of the following:

- Overhead power lines
- Radio and cell phone towers
- Nearby airports or air bases
- WI-FI or similar electronic signals



RF (Radio Frequency) Interference

If you experience signal interference it's probably due to cell phone towers nearby or the location of the golf course.

If you are experiencing signal interference, you can change the RF signal band (refer to page 5). Start with Yellow, then Pink and then Gray.

TIPS AND TRICKS

Follow Mode tips:

- When you first connect in follow mode make sure you are at least 3ft in front of the unit. If you connect while standing to close it will automatically backup 6ft.
- The unit will always remain 6ft behind you while walking. However, it will snug up to about 3ft if stops or slows in a fairway. If you want the unit to back up, step back towards it and it will reverse 6ft.
- When first connect in follow mode always start your walk pace slow and make sure the unit is lined up straight with you before increasing your pace.
- Slow your walking pace on pavement, loose gravel and rough terrain. Remember the CaddyTrek follows your exact footsteps so when you walk over a pothole or obstacle slow your pace to allow the CaddyTrek to cross it slowly.
- If the unit temporarily loses connection to your receiver while walking, the CaddyTrek is programmed to look for you so. If you hear it speedup behind, you or jump side to side simply stop or take a step backwards and unit will reconnect.
- Make sure nothing is blocking your handset and sensor bars on the cart including anything hanging from your golf bag.
- While in follow mode make sure your shirt or jacket is not covering the remote/ receiver on your back belt.
- Never turn and face the Unit while connected in follow mode. Always hit the follow button to disengage before turning towards the unit.
- Slow down when making turns or navigating paths / bridges, you can make a 180 by simply going slow.
- If you need to cross a big curb or big obstacle simply turn off the power on the CaddyTrek to release the wheels into push mode.

TIPS AND TRICKS

Remote Control Mode tips:

- There are 3 gears in remote mode. Press UP ARROW consecutively to gear DOWN ARROW to gear down. NOTE: If you hold the UP or DOWN button it will automatically jump to 3rd gear or back to 1st.
- Use remote mode to position your CaddyTrek for efficient entry and exit around greens. (saves time by eliminating need to walk back to unit for follow mode)
- You can send CaddyTrek up to 100yds away – great for placing your unit between Green/ Tee box on adjacent holes or send your unit to next tee box or pathway while entering a green.
- If in RC mode hit STOP button to disengage Remote before entering a green or if leave in strategic position between holes – otherwise the remote will begin beeping when get to far from unit.

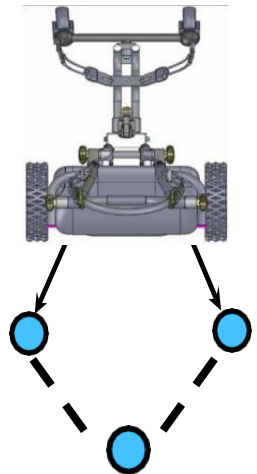
General Tips:

- Spend some time walking around with your CaddyTrek at home to get familiar with how the unit functions and operates in all modes.
- Use caution when operating the CaddyTrek in a confined area, on steep slopes and side hills.
- Don't lift CaddyTrek from the sensor arms/bars.
- Don't load cart over 45 lbs.
- If you get caught in rain, turn OFF the unit and manually push the cart until rain subsides. Confirm everything is dry before turning it back on.

Tips for High Level Tracking

- Make sure the handset is at least 40% charged.
- Place the handset as close to the center of your back as much as possible and make sure handset has a clear line of site with sensors on unit.
- Do not try to initiate Follow or Marching Mode unless you are directly in front of unit.

Note: For optimal performance, the user should stay within a 110-degree arc from the center of the unit.



MAINTENANCE

Introduction

This chapter is designed to educate users on how to keep their CaddyTrek unit in ideal operating condition.

Though the frequency to perform maintenance tasks is recommended, it may be necessary to perform certain procedures more or less frequently depending on use. Owners must use their best judgment in maintaining their CaddyTrek.

Tools and Materials

- 3 mm wrench and needle nose pliers
- 4-, 5- and 6-mm hex wrench
- Phillips and flathead screwdriver
- Bearing lubricant
- Brush and Rags
- Compressed Air



Caster Wheel Assembly Maintenance

The Caster Wheel Assembly requires a high level of maintenance. Dirt and grass often get stuck in or around the caster wheel and caster wheel fork. If you let it accumulate, it will weaken the caster wheel.

After a day out on the golf course, before storing your unit, lightly brush the dirt and grass off the assembly.



Cleaning

It is common for grass and dirt to collect in the caster fork area. Remove the caster wheel, brush away the dirt and grass that has accumulated, then wipe with a damp rag so that the caster wheel may spin freely and unhindered.



Recommended Maintenance: Every 2 weeks

MAINTENANCE

Tension

Adjust the caster wheel's tension with the 6 mm hex wrench. We recommend you adjust the caster wheel tension so that it will spin at a total of five revolutions per spin.

Do not over tighten the caster wheel as this may cause damage and misalign the bearing.

A caster wheel that is too tight will demand more power from the motors, which in turn will drain the battery at a quicker rate.



Motor Wheel Assemblies

1. Use a flat head screwdriver to remove large clumps of grass that are caught in the treads of the motor wheels.
2. Once the large clumps are removed, brush off the remaining dirt and grass with a cloth.



Sensors

1. Make sure the plug is screwed into the electronics box securely.
2. Check the wire and make sure it is in good shape.
3. Inspect the sensor head. Make sure it's intact and firmly secured to the sensor arms.

MAINTENANCE

Handset

Practice cleanliness with your handset. A damp cloth works best for cleaning. Keep your handset free from dirt, moisture and impacts.

1. Unmaintained handsets can cause your CaddyTek unit to become unresponsive to commands or behave strangely. Test and press each button for a tactile feel and make sure it is operational. Check all modes for functionality.



Storage

Although the unit is made to withstand tough conditions, we recommend that the unit be stored in a clean, dry environment.

If leaving the CaddyTek at your club, ask that the unit be stored inside or with the regular drivable cart fleet. Proper storage ensures the safety and condition of the unit when not in use.



Wet Conditions



DO NOT use your CaddyTek in the rain. Although the internal electronic components are protected by a weather resistant seal if water gets inside the e-box could lead to corrosion in other areas of the cart. Also, if the CaddyTek goes off into a lake or water hazard area, if completely submerged, **DO NOT USE!**

There could be serious damage to the electronics, and you should wait enough time to ensure the cart is completely dried out.

FREQUENTLY ASKED QUESTIONS AND ANSWERS

What allows the CaddyTrek to follow hands free?

CaddyTrek is a proprietary robotic system with advanced sensing and motion control technology. Sensors on CaddyTrek pick up signals from the remote handset worn by the golfer to determine distance and angle.

How fast will the CaddyTrek follow or move?

CaddyTrek can travel up to 4 mph and typically follows within 5 yards of the golfer while in Follow Mode. CaddyTrek can move faster in RC Mode by pressing the forward directional button on the handset.

How many holes of golf can I play on one full charge of the battery?

CaddyTrek can be used for up to twenty-seven holes depending on the golfer and the course being played. We recommend charging the battery after a full round of golf to always ensure it can be used for maximum play.

Can the CaddyTrek be used in a group of golfers also using CaddyTrek?

CaddyTrek can be used in groups as large as four because the handset and signals are paired specifically to each specific unit.

What happens if it rains and my CaddyTrek gets wet?

The main battery and the rear wheel motors are enclosed and encased in a protective weather resistant housing to eliminate exposure to rain.

However, if the cart goes into a lake or water hazard, depending on the amount of time submerged in water, there could potentially be problems to the internal electronics.

Will the CaddyTrek avoid obstacles and collisions?

In Follow Mode, CaddyTrek will follow wherever the golfer goes at his/her pace. The user should take all precautions to avoid bunkers, people, and bodies of water.

How often should I charge my CaddyTrek?

Charge after a full round or when indicator lights are flashing with two green lights. When not using, store battery at a 75% charge.

Why won't my handset power on?

Press and hold the power button on the handset firmly for 2-3 seconds.

FREQUENTLY ASKED QUESTIONS AND ANSWERS

I can't operate the unit or engage any of the modes. What do I do?

Power off the CaddyTrek and the handset. Remove the battery from the handset and wait 5-10 seconds then reinsert the battery into handset. Power on the CaddyTrek, **wait 5-10 seconds**, then power on the handset.

Your cart and handset should now sync automatically. If not, hold down the "Stop" button and press the "Up" button multiple times until the handset beeps. Syncing is signified by two short beeps coming from the handset.

Why won't my CaddyTrek cart turn on?

Assure that you have completely pressed down the power button on the CaddyTrek until you hear it beep and the intermittent green LED light on the power button of the unit is visible, and the wheels are locked. Also, make sure the battery is fully inserted into the unit and that it is fully charged.

My CaddyTrek is beeping three long beeps and won't stop. This is disturbing other players on the course. What can I do?

The charge level on the battery is low and it needs to be charged. After you charge both the CaddyTrek and the handset and still hear 3 long beeps, ensure the connections are secure to both power outlet and chargers. It may continue to beep until the batteries have power.

Can the CaddyTrek follow you up and down hills?

Though it is recommended to use Remote Mode for hills, the CaddyTrek does have the ability to follow you up and down most hills as long as it is within a 25-degree grade. You must walk slowly and consciously to be successful.

NOTE: Avoid hills with terrain composed of loose dirt or sand.

What do I do in the event I lose control of my CaddyTrek?

Whenever you are in doubt, whether it is during Follow Mode, Marching Mode or Remote Mode, you can press the STOP button multiple times to revert to Standby Mode. This will lock the motors and stop the unit immediately. Practice this exercise before use.

SPECIFICATIONS

Remote Control	Range up to 55 yd / 50 m
Motor	Dual motors total 440 watts
Drive:	Follow: Front wheel drive Remote: Rear wheel drive
Battery Type	Lithium-ion
Battery:	24V 10.5Ah Weight: 6 lbs / 2.7 kg Average Charge Time: 6 hours Lifetime: >500 cycles Warranty: 1 year
Battery Charger:	Input: 100/240V AC Output: 29.4V 1.8A DC Trickle Charger
Weight	33 lbs. / 15 kg (without battery)
Speed	Up to 4 miles or 6.5 km per hour
Stopping Distance "Follow"	1.1yd / 1 m (from golfer)
Max. Detection Distance "Follow"	5.5 yd / 5 m (from golfer)
Maximum Load	50 lbs / 20 kg
Slope	25 degrees straight uphill
Total Distance (holes)	10 mi / 16 km (27 holes)
Dimensions:	
• Folded	23 x 18 x 12 in / 58 x 47 x 30 cm
• Fully Expanded	36 x 34 x 23 in / 93 x 85 x 58 cm
Package Size	24 x 14.5 x 21 in / 61 x38 x 53 cm
Wheels	Polyurethane (PU)
Frame Material	Aluminum Alloy (Aerospace Grade)
Frame Color	Black
Cover Color Options	Candy Apple Red / Black
Handset Battery Type	Lithium-ion polymer
Operational Time	30 hours
Charge Time	2 hours / DC
Warranty:	2-year limited warranty
• Electric box	
• Batteries	
• Motor	
• Handset	

WARRANTY POLICY

Warranty Policy

FTR Systems warrants the product against manufacture design and defects in materials for a period of **ONE (2) YEARS** from the date of purchase.

The following is covered under the terms of the limited warranty:

YEAR 2: motors, electronics, battery, and mechanical parts.

The manufacturer is not responsible for damage or part failure due to normal wear-and-tear or misuse of the product.

FTR System's Warranty Obligations

If a defect arises and a valid claim is received within the warranty period, at its option, FTR Systems will either:

- Send parts for replacement at no charge; or
- Repair the defect at no charge, using new or refurbished parts in cases where service work is required.

Customer's Warranty Obligations

- Customers **must** keep the **original shipping box** including all packaging material supplied with it.
- Customers should follow a regular maintenance program to keep their unit in top performance. Refer to maintenance and care section of the User Manual.
- Customers should follow recommended use guidelines when using the product. If used in areas or in a manner not defined as normal operating standards, can void any future warranty claims.
- Maintain sufficient charging on the battery at all times. Charge battery using supplied charger for product.

Please note: If your CaddyTrek needs to come in for warranty or service work, the unit must be shipped in its original shipping box. If the original box is not available, please use a box with the following dimensions:

- L = 25in X W = 16in X H = 21in

Failure to comply with this policy may result in additional shipping costs.

<https://www.caddytrek.com/warranty/>

RETURN POLICY

Return Policy

Customer may return the item within 30 days from time of receiving in its original shipping box and packaging.

All returns to FTR Systems must be authorized prior to shipment. A Return Merchandise Authorization (RMA) number is provided solely by FTR Systems to authorize the return.

Return Guidelines:

- Product must be shipped in its original shipping box.
- Use original packing materials to prevent damage during shipping transit.
- Returns must include any accessories (if applicable) and documentation that came with the original shipment.
- Customer pays for return shipping.

If a customer fails to adhere to FTR Systems Return Policy, the returned shipment will be refused at time of delivery.

To receive an RMA number, please contact FTR Systems at (702) 982-6598 x2.

All returns are evaluated at the time FTR Systems receiving the package and subject to a 15% restocking fee. Damage incurred during the shipping transit will be the responsibility of the customer including any additional fees.

Before a refund can be issued, FTR Systems reserves the right to make a final assessment to determine the condition of the returned item(s) and to refuse the return if guidelines listed above are not met.

<https://www.caddytrek.com/returns/>



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