

## **TRAIL-GEAR WARRANTY**



**Trail-Gear, Inc. will only accept returns 60 days from the ship date.**

If products are purchased through one of our authorized dealers, you **MUST** contact the dealer for any return, exchange, and warranty needs and they will then contact us. We cannot accept any return, exchange, or warranty that is not submitted this way.

You **MUST** include completed Return, Exchange, and Warranty Form inside the box with products being sent to us – any returns or warranties sent in without required paperwork will be held for 15 days and then returned to stock or scrapped, depending on the condition of product.

Lifetime Warranty means **ONE** time replacement within the lifetime of originally purchased product.

Trail-Gear will only cover shipping costs for warranties – shipping to and from Trail-Gear, Inc. for any return or exchange is at the expense of the customer.

All products carry our 12 Month Limited Warranty. All warranties are limited to the original purchaser and are not transferable to subsequent owners of the product. The warranty period commences on the purchase date of the product. Trail-Gear warrants that it will repair or replace, free of charge, any eligible product which, under normal conditions of use and service, proves to be defective in materials or workmanship. This warranty does not cover any labor costs incurred in diagnosis of defects, removal or reinstallation of a product, nor does it cover any other consequential expenses.

There are some products that carry a Worldwide Unlimited Lifetime Warranty; this will be clearly stated online. Our Worldwide Unlimited Lifetime Warranty covers manufacturing defects and breakage during normal use, for as long as you own the vehicle. All warranties apply to the original purchaser and are not transferable to subsequent owners of the product. The warranty period commences on the purchase date of the product. Trail-Gear warrants that it will repair or replace, free of charge, any eligible product which, under normal conditions of use and service, suffers breakage or proves to be defective in materials or workmanship. This warranty does not cover any labor costs incurred in diagnosis of defects, removal or reinstallation of a product, nor does it cover any other consequential expenses.

## **Warranty Exclusions**

Trail-Gear, Inc.'s warranty does not cover, and Trail-Gear, Inc. shall not be liable for any undertaking, representation, or agreements made by dealers or other third parties selling Trail-Gear products, except where such agreements are within the provisions of this Warranty.

Specifically excluded from this warranty are failures caused by lack of maintenance, misuse, negligence, modification, abuse, improper application, crash damage, improper installation or operation, or any failure caused by unauthorized service or use of unauthorized parts.

All parts used in a competitive racing environment are excluded from this warranty. If, after inspection, a returned part, under any warranty, is deemed to be ineligible for warranty repair or replacement, the part may be repaired or replaced for a discounted cost. Return shipping charges will apply.

Return shipping charges will apply. Any part for which a warranty replacement is sought must be returned to Trail-Gear, Inc. before any replacement items can be shipped. All replacement parts shipped before the part in question has been received and evaluated by Trail-Gear, **MUST BE PAID IN FULL**. In such a case, after the part has been received and approved for a warranty replacement, the purchase price for the replacement will be refunded.

Completion and return of the form linked below is required in advance and will ensure faster processing of your claim. All warranties are generally processed within 2-3 business days of Trail-Gear receiving the parts from you. Additional delays may be incurred if the product needs additional testing or repair.

## **Returns**

All product returns are subject to a 20% restocking fee. Returns are subject to inspection. Returned items must be in new condition. Shipping charges are not refundable. Please contact us prior to returning any products. All returned boxes must have the invoice number clearly marked on the outside of the box or a copy of the invoice inside. Any returns made without the necessary information to clearly identify the sender will be held for 15 days and then returned to stock.

[More Info Here](#)