



## Warranty/Return/Exchange Policy

1. **Warranty Coverage:** The warranty covers only the replacement of the A-arm frame **only**, which is the product specifically manufactured by Fullflight Racing. It does not cover other parts or hardware, including threads in the arm frames or Tierod tubes. The warranty is limited to bent or broken arm frames.
2. **Warranty Eligibility:** The warranty is non-transferable, meaning it applies only to the original purchaser of the A-arms. Proof of purchase is required when applying for a warranty.
3. **Warranty Fees:** Customers are responsible for paying shipping costs (\$28) and warranty processing fees (\$37) for returning the item. The total warranty fee is (\$65), payable Through invoice, cash, check, or money order.
4. **Hardware:** Hardware is **not** covered under the warranty. If hardware is returned with the warranty arms, it will not be removed from the old arm, and new hardware must be purchased.
5. **Threads:** Threads on arms and Tierods are not covered by the warranty, as potential negligence, such as not tightening locknuts properly, may cause damage. Repairs for damaged end threads are available for a fee.
6. **Coatings:** Coatings, including paint, powder coat, and chrome plating, are not covered by the warranty, and Fullflight Racing is not responsible for re-doing factory coatings or coatings not applied by them.
7. **What to Return:** When returning an item under warranty, customers must return only the damaged arm, **with all hardware removed**. A warranty form and the warranty fee of (\$65) must also be included. Failure to include the form and fee may result in a delay or rejection of the return.
8. **Warranty Lead Time:** The time it takes to process a warranty, repair, or replacement may vary depending on the customer's location. Typically, it takes 30 days, but in most circumstances it will be faster depending on current lead times.
9. **Exchanges/Returns:** Fullflight Racing only replaces items if they are found to be manufacturer-defective or damaged. In the case of a return, the company is not responsible for reimbursing any coating costs. All items for exchange or return must be in new and unused condition and must be returned within 30 days of the original order.
10. **Restocking Fee:** If a return or exchange item is received in poor packaging or used condition, a restocking fee of up to 25% may be applied.
11. **Shipping Costs and Responsibility:** Customers are responsible for their own shipping costs, and Fullflight Racing is not responsible for carrier negligence. Customers should file claims with the carrier for any damage during transit.
12. **Lost Packages:** Fullflight Racing is not responsible for lost packages, and customers are encouraged to request added insurance for shipments.
13. **Required Information:** All necessary information must be filled out, including the required shipping fee, or the return/warranty/exchange may be rejected and sent back.

**Customers should follow these guidelines when dealing with warranty claims, returns, or exchanges for Fullflight Racing A-arms and swingarms. It's important to read and understand the policy before making a claim or returning a product.**

**All required info must be filled out with all fees paid and included in the box.**

**If we do not receive this your return/warranty/exchange will be rejected and sent back.**

Date of Purchase \_\_\_\_\_ Bike Year \_\_\_\_\_ Make \_\_\_\_\_ Model \_\_\_\_\_

Arm width \_\_\_\_\_ Color \_\_\_\_\_ Name on order \_\_\_\_\_

Order# \_\_\_\_\_ **FFR2000** Email \_\_\_\_\_

Shipping Address Street \_\_\_\_\_

Shipping Address City/State \_\_\_\_\_

REQUIRED-Special Notes or instructions: \_\_\_\_\_

Are you the original purchaser of this product? Yes No

Did you read our full Warranty/Return/Exchange policy? Yes No

Did you receive return approval from Fullflight Racing? Yes No

Did you include what we are doing with the items on the form above? Yes No

Did you add the required \$65 with this return? Yes No

Did you repack the items very well including taping all edges to avoid the added reconditioning fees? Yes No