



Warranty/Exchange/Return Policy

Our Policy: In the event of a warranty, return or exchange on A-arms or swingarms **we require a receipt or proof of purchase. Warranties are non-transferable.** We are not responsible for any reimbursement for any coating i.e paint, powder coat or chrome plating added to the A-arms or swingarms.

What is covered under warranty: We **only** warranty the replacement of the A-arm frame, which is the product that we specifically manufacture. All other parts and hardware do not fall under our warranty, including any threads in the arm frames or Tierod tubes. Warranty **ONLY** covers bent or broken arm frames. Please read below for details on the rest of our warranty policy. Warranty Info: **Warranties are non-transferable.** This means you must be the original purchaser of the A-arms to qualify for the warranty. Proof of purchase is required when applying for a warranty. Customer will be responsible for paying for shipping costs (\$28) and warranty processing fees (\$37) for returning the item. **The total warranty fee is \$65 cash, check, or money order** to be placed in an envelope along with the completed warranty form and the damaged arm. Shipping fees for out of country shipping will be calculated.

Hardware: All hardware is **NOT** covered under our warranty. If hardware is returned with the warranty arms they will not be removed from the old arm, and we will require new hardware to be purchased before returning the new arm. **We require all hardware to be removed by the customer from all warranty arms before being returned.**

Threads: All Threads on arms and tierods are **NOT** covered in the warranty due to potential negligence of not tightening or lock tightening the locknuts or locknuts working loose (general maintenance). We will repair arms with damaged end threads (frame side) with new end bungs for \$75 plus return shipping (\$28). Balljoint threads in frames will require a new arm to be purchased for \$125 plus shipping. **Tierods are not covered under our warranty.** New tierods can be purchased from our website at www.fullflightracing.com in the "replacement arm parts" section of our menu.

Coatings: A-arms and swingarms are custom made items. We **recommend** pre-fitment before any outside powdercoating or chrome plating in case any fitment issues arise. We are **NOT** responsible for re-doing factory coatings or coatings not applied by us in our facility, including chrome plating for any warranties, exchanges or repairs to our products. All coatings on our products are **NOT** covered under our warranty due to potential neglect and application of use.

What to return: Under the terms of a warranty return, we will need **only** the damaged arm returned along with **all hardware removed,** completely fill-out warranty form and the warranty fee (**\$65**) in cash, check or money order. After you receive approval from Fullflight Racing, then print and completely fill out this warranty form and return item. Shipping fees for out of country shipping will be calculated. If the warranty form and the \$65 shipping fee is **NOT** included with the returned item, there will be a major delay in processing your return, or it will be rejected and sent back.

Warranty lead time: Depending on where you live, the time it may take for your exchanged product to reach you may vary. Warranties, repairs or replacements are processed over a 30-day period of when item is received, but can be processed faster, depending on current lead times.

Exchanges/Returns: We only replace items if they are manufacture defective or damaged. If you need to exchange it for the same item, send an email to sales@fullflightracing.com. In the event of a return, we are **NOT** responsible for any reimbursement for any coating i.e paint, powdercoat or chrome plating added to the A-arms and swingarms. All items exchanged or returned must be received in new/unused condition within **30 days** of your original order. Anything over 30 days will be rejected for retrn. ***In the event of receiving a return or exchange that has been damaged due to poor packaging or used, a 25% restocking fee will be applied and must be paid before the exchange or refund can be sent.*** Please be sure to **tape all boxes extra good** including all corners. We cannot return, refund or exchange something we do not receive if the bx is broken open. The restocking fee for all returns is 15% of returned order amount if product is returned well-packed and in new unused condition with zero damage. **PLEASE REPACK ITEMS WELL SO THEY DO NOT GET DAMAGED TO AVOID THE added 10% RECONDITIONING FEE.** Boxes break open so be sure to tape the box including all edges to keep them from breaking open. We cannot exchange or refund for parts we do not receive.

Shipping carrier costs and info: The customer will be responsible for paying for their own shipping both ways. We are not responsible for UPS, USPS, DHL or FedEx negligence. Customers will be responsible to file a claim with the carrier in an event that something was damaged in transit to us. It is the customers responsibility to request added insurance on the shipment, if needed, in case of loss or damage at an extra charge. We cannot warranty, exchange or refund for items not received. Boxes MUST be taped very well, including all edges, so they do not break open during shipping. Fullflight Racing **IS NOT** responsible for lost packages.

All required info must be filled out with the required shipping fee or 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 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 10% reconditioning fee? Yes No