



WARRANTY CERTIFICATION

RoadWarrantyPLUS

RoadWarrantyPLUS is separate from and offers many benefits standard RoadWarranty does not offer. These benefits include full kit replacement, shipping coverage, labor reimbursement and 10 year coverage. Be sure to hold on to your RoadWarrantyPLUS receipt as your PO (Purchase Order) number serves as your unique contract number and must be referenced during any claim.

RoadActive Suspension Inc.
330 East Hebron St Suite D
Charlotte, NC 28273

ROADACTIVE SUSPENSION, INC.

RoadWarrantyPLUS

RoadActive Suspension, Inc. (RAS) offers this option as an upgrade of the standard 5-year warranty which is included in the purchase of every RAS kit.

Length of coverage, RAS offers the following terms and duration:

1) RAS kits and their components are Warranted in the United States and Canada against failure for ten years from the date of purchase. The cost of this warranty is \$89

2) This RoadWarrantyPLUS runs concurrently with the standard underlying RAS warranty (which is valid for five years from installation). However, only one claim for full replacement (see “obligations” below) will be entertained under this warranty. Should a valid claim be processed and paid out under this warranty, the cover will revert to the original standard 5-year underlying warranty.

3) The Warranty is non-transferable and will be terminated immediately when you transfer ownership of the vehicle to a second party, or it is used for a purpose not intended, regardless of your consent and/or the product is installed on a second vehicle regardless of when the second installation takes place. Because of these provisions, the Warranty is not transferable.

Obligations: RAS shall replace the full suspension kit with a new kit, inclusive of shipping costs and labor/installation costs up to a maximum of \$200, upon return of the defective original unit, and once the defective unit has been inspected, and all terms and conditions as specified in this document are met to the satisfaction of RAS. In the event of a valid claim, you must retain all documentation relating to the shipping, labor, and installation costs and submit these to the RAS offices to be reimbursed accordingly (per the \$200 maximum for labor) RAS reserve the right to inspect and assess the defective unit, in order to consider the validity or otherwise of the claim. Should the claim be rejected, RAS will contact you to inform you of the the rationale behind the rejection.

Terms and Conditions, Exclusions, and Limitations: The Limited Warranty does not cover the following, and you will be responsible for any costs or injury you sustain by reason of these factors:

1) No claim will be entertained for: Parts and labor necessary for removal, reinstallation, vehicle modification or any vehicle repair, service, or replacement, and repair of defective parts other than RAS parts, regardless of cause.

2) No claim will be entertained for: Any repair or replacement made necessary by Driver error, any accident, impact damage, breakdown, or failure of bolts, nuts, washers or any other parts used to install the products, whether or not the installation was carried out by RAS.

3) No claim will be entertained in the event of unreasonable use, failure to install or maintain the product properly, modification of the product, or failure attributed to a defect in the vehicle, fire, theft, environmental, condition or negligence, vandalism, contamination by foreign bodies, accidental or intentional damage, or destruction.

4) No claim will be entertained for: Incidental or consequential damages including, but not limited to, compensation for loss of use of the product or vehicle, inconvenience, lost profit, or any other direct or indirect loss.

5) No claim will be entertained where: The fault is claimable under any other insurance policy.

6) No claim will be entertained in the event of any damage caused to the vehicle by a third party or impact caused by any outside source.

7) RAS reserves the right to inspect the defective kit, and verify that all terms and conditions are fully met, before approving the claim

8) Only 1 (one) valid claim for full kit replacement will be entertained for the duration of this warranty, the cover will, however, revert to the original standard underlying warranty once said valid claim has been concluded. This means that, subsequent to a valid full kit replacement claim, the cover under this warranty will be equivalent to that of the standard underlying warranty – but for the full ten-year RoadWarrantyPlus period.

As the underlying Standard Warranty does not cover the installation and removal, we recommend that you inspect the installation of the RAS kit to ensure that the product was installed safely and presents, beyond any reasonable doubt, no danger to any other part(s) of the vehicle such as brake lines, gas tank, and lines, sewer lines, electrical wiring, or the chassis.

How to submit a claim: To obtain the Warranty Plus full kit replacement, RAS must first be contacted by letter or telephone by giving your name, make, model, and year of vehicle, and evidence of the date of the first installation, whilst quoting this RoadWarrantyPlus PO number. Written or verbal approval will be given to you by an authorized RAS employee, and you must then return the defective kit to be replaced to our warehouse. Given that all terms and conditions are met, the replacement kit will be shipped within fifteen (15) days following our receipt of the original part. Be sure to obtain our approval before returning products to our warehouse. They will not be accepted until you obtain approval. When claiming for the labor costs, the valid receipt and invoice for these labor costs must be submitted to RAS before such.