



This steering rack is not shipped pre-greased. You **MUST FULLY** grease it (see grease coming out of each side) with a high quality MARINE grease before use. The boots included **MUST** be ran, at all times, with this rack.

### IMPORTANT WARRANTY INFORMATION!

You must register your rack within 14 days of receipt for warranty purposes. Failure to do so will void all warranties.

Email all of the following to [warranty@tcpor.com](mailto:warranty@tcpor.com). You must follow the directions exactly.

1. Email subject line **MUST** contain your First and Last name as well as the Serial # that is stamped on your new TCP rack.
2. In the body of the email please include your Purchase Date, Original Invoice #, Phone Number and Physical Address.
3. Attach:
  - Picture of the rack clearly showing the serial number.
  - Picture of the rack correctly installed. (within 30 days)
  - Picture of your machine/unit.
  - A clear, readable picture of your Vin#
  - A copy of your original purchase receipt.

Please visit our website at [www.tcpor.com](http://www.tcpor.com), email us at [info@tcpor.com](mailto:info@tcpor.com), or call us at 903-504-5521 for further warranty information.



## **TCP Billet Rack Warranty**

***Racks must be returned to TCP in person by appointment or shipped (at the customer / authorized dealers expense) for inspection. When shipping the rack, please include a TCP Warranty Claim Form.***

Twisted Customs Performance LLC (TCP) warrants to the ORIGINAL buyer of any billet steering rack that it is free from any defects. The workmanship and materials, are subject to the following conditions:

- This rack must be properly installed, used, and maintained. This includes, but is not limited to boot maintenance and frequent greasing. Stripping the threads on the heim, clevis, or inside the steering bar will not be covered under warranty. Continuing to operate the ride with a damaged rack will also prevent coverage.
- We do not warranty boots. Riding without the use of boots, and/or with a torn boot can cause damage to other components and will prevent coverage. Excessive damage to components due to torn or missing boots is not covered. Inspection of boots should be part of regular UTV maintenance. Boot kits can be purchased separately if needed and are \$55.00 each. You may purchase them online and change them yourself or mail the rack to us and we will change them for you.
- TCP only guarantees the rack body and its internal components. The clevis and heims are not warranted but can also be purchased for replacement.
- If the billet rack case (body) has been attempted to be opened, ALL WARRANTIES WILL BE VOIDED.
- If the rack is damaged from a collision; repair or replacement will not be covered under warranty.
- Twisted Customs Performance LLC / TCP Off Road / TCPor / and/or TCP Pro Racing is not liable for any incidental or consequential damages.
- Determination as to the existence and nature of any defect in workmanship or product shall be made by TCP, and all such determination shall be final.
- The purchaser must have completed and sent in ALL necessary warranty requirements within the designated time frame or all warranties will be null and void.

If all of the above terms are met, Twisted Customs Performance / TCP will repair or replace the defective parts. Depending on the nature of the warranty either a \$100, \$200, or \$400 (full replacement) warranty fee will be assessed. If we determine the damages are not covered under warranty, the rack will be evaluated for free and repairs

will be recommended. Any adjustments and/or repairs for damages not covered by the Warranty will be at the consumers expense.

When sending your rack in for inspection, remove the tie rods. Make sure that the rack is clean of all external grease, dirt, and debris. If the rack is not cleaned prior to shipping a cleaning fee may be applied.

All hardware that came with the rack upon purchase also needs to be returned with the rack for inspection. This includes the boots and all assembly and connection bolts and nuts. If they are not returned with the rack you will be charged for new ones.

SHIPPING to and from TCP is the responsibility of the consumer. Please keep up with your own tracking number. For customers outside of the United States, any fees associated with Customs or Duties are also the responsibility of the consumer.

THIS WARRANTY CANNOT BE TRANSFERRED AND IS ONLY VALID FOR THE ORIGINAL RETAIL PURCHASER. This Warranty extends to both TCP customers and Authorized Dealers.

If you have a billet rack that is out of Warranty or you purchased a billet rack second-hand, you can either purchase parts to service it or send it in to us for a repair estimate.

If you need to make a warranty claim, after contacting a TCP Customer Service Representative, please ship your complete rack (even if broken) along with your original receipt and completed Warranty Form to:

**TCP Off Road**

**13420 Hwy 155 S.**

**Tyler, TX 75703**

***\* Twisted Customs Performance / TCP Off Road / TCPor.com / TCP Pro Racing does not accept responsibility for damage to your bike, bike parts, or bodily injury while using its products. We are not responsible for faulty installation or misuse of our products. Purchaser is responsible for installing the product properly, securely, and safely.***



## TCP WARRANTY CLAIM FORM

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Phone \_\_\_\_\_ Alt Phone \_\_\_\_\_

Email Address \_\_\_\_\_

Purchase Date \_\_\_\_\_ Serial Number \_\_\_\_\_

Order # \_\_\_\_\_ (please include a copy of your receipt with all warranty claims)

Year \_\_\_\_\_ Make \_\_\_\_\_ Model \_\_\_\_\_ Sub Model \_\_\_\_\_

When sending your rack in for inspection, remove the tie rods. Make sure that the rack is clean of all external grease, dirt, and debris. If the rack is not cleaned prior to shipping a cleaning fee may be applied.

All hardware that came with the rack upon purchase also needs to be returned with the rack for inspection. This includes the boots and all assembly and connection bolts and nuts. If they are not returned with the rack you will be charged for new ones.

Describe your machine and its riding conditions when the product broke. Please provide as much detail as possible including any aftermarket modifications that have been installed or made (Lift Kit, Portals, Tie Rods, etc). We will stand behind our warranty no matter what the situation is. We need this information to help us to improve our products in the future.

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**Return to:**  
TCP Off Road  
13420 Hwy 155 S.  
Tyler, TX 75703