

MORIMOTO



WARRANTY & REPLACEMENTS

Warranty Coverage

Please refer to the products listing page for specific warranty information, as it varies depending on the brand, configuration, etc. All warranties are non-transferable and are only applicable to the original purchaser. We cannot handle warranty claims for parts purchased elsewhere, even if we are a distributor for that same product. If it was purchased through a dealer, that dealer must handle your claim directly.

Making a Claim

Please reach out to our customer service department for help identifying the root cause of your problem. We will assist with troubleshooting to identify what needs to be replaced. Often times there is no need to return the defective part, and a new unit can be shipped to you in exchange for a field-destroyed photo of the original, though some exclusions apply (per the manufacturer's policies).

1. The following brands accept field-destroy coverage:
 - Morimoto
 - Profile
 - ACME
 - Denso
 - Matsushita
 - GTR Lighting
 - SV4
 - Xenon
 - Depot
 - LEDConcepts
2. The following brands must be returned prior to replacement:
 - Philips
 - Osram
 - JW Speaker
 - KC Hi-Lites
 - Vision-X
 - Rigid
 - Diode
 - Dynamics

9Eleven
Flat6
Ford
AlphaRex

3. The following product lines must be returned if not serviceable from afar:
Morimoto XB LED Complete Assemblies

Components

If you buy a brand-new car and the radio button doesn't work, you take the car in for service, and they replace the button. Likewise, if a component that's part of a kit or assembly has failed, we will gladly replace the affected part, but not the entire system, as that's unnecessary. If a bulb fails in less than one year, a single bulb will be replaced. If a bulb fails after one year, but still within the warranty period, we will issue a set of two bulbs to ensure color consistency.

Discontinuations

If the manufacturer has discontinued an item, the current equivalent of the same product will be offered as a replacement, and if logical to do so, we will offer 50% off a second unit to match. If no modern equivalent exists, we will issue you store credit equal to what you originally paid.

Returns

If you have owned the part for more than 45 days, we are unable to issue a refund in lieu of a replacement.

Labor / Other Expenses

All warranties cover the product itself. Due to the range of variables, neither we nor the product's manufacturer will be held responsible for any addition costs (labor, installation, rental cars, downtime, etc.) If you end up with a \$600 invoice after the local Lamborghini dealership swapped out a bad bulb for you, do you really think that's on us?

How are warranty replacements shipped?

US Customers:

All replacement parts will be shipped ground at no charge to you.

Foreign Customers:

You will be responsible for all shipping costs / duties.

Expedited Shipping:

We are happy to accommodate you, but will charge actual shipping costs.

Third Party:

If the part comes from a third party, they will drop ship it to you directly.

[More Info Here](#)