

Rock Slide Engineering WARRANTY POLICY



LIMITED TWELVE (12) MONTH WARRANTY FOR FINISH AND ELECTRICAL COMPONENTS

Rock-Slide Engineering, LLC (“RSE”) warrants to the original purchaser that the structural components of the Step Sliders will be free of defects in material and workmanship for the lifetime of the Step Sliders (the “product”), and (b) the finish (powder coat) and the mechanical/electrical components (including the motor) will be free of defects in material and workmanship for a period of twelve (12) months from the original date of purchase. This warranty applies only to the original retail purchaser. Warranty is void if product was not purchased directly from Rock Slide Engineering or from an authorized retailer or reseller. This warranty applies only with regard to the product as originally installed to the original vehicle. This warranty does not cover removal or reinstallation of the product.

To exercise this warranty and receive any warranty service, the original purchaser must provide RSE with proof of purchase and date of purchase that is acceptable to RSE, such as a copy of the original purchaser’s purchase receipt. The original purchaser must return the defective product to RSE along with a description of the problem, a copy of the original purchase receipt, the original bill of sale and all contact information (name, address, telephone number and email address). To begin the warranty process, the original purchaser must email RSE’s warranty department. During this warranty term, and upon the original purchaser’s valid exercise of this warranty, RSE shall, at its option, repair or furnish the replacement product in the event the original product is deemed by RSE to be defective. RSE’s sole liability shall be for repairing or replacing the product, but RSE may refund the purchase price at its sole discretion and option. The original purchaser is responsible for prepayment of all shipping and/or transportation charges with respect to the exercise of this warranty. The product may change without notice. In the event of a product change, RSE has no obligation to upgrade or modify any older generation product.

THE WARRANTY SET FORTH HEREIN IS THE ONLY WARRANTY COVERING THE PRODUCT. NO OTHER WARRANTY EXISTS, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, IMPLIED WARRANTIES OF MERCHANTABILITY AND/OR FITNESS FOR A PARTICULAR PURPOSE. No retailer, reseller, dealer, agent, or employee is authorized to make any modifications, extensions, amendments, or additions to this warranty.

This warranty shall be void in its entirety if RSE determines that the product installation was modified, changed, altered, customized or in any way used other than as instructed. Installation of the product without strictly adhering to the installation instructions shall void this warranty. Installation must be on the proper vehicle or warranty is void.

RSE SHALL NOT BE LIABLE FOR SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, UNDER ANY LEGAL THEORY AND/OR UNDER ANY CIRCUMSTANCE WHATSOEVER. IN ANY EVENT, ANY DAMAGES IN ANY SITUATION SHALL BE LIQUIDATED DAMAGES AND MAY NOT EXCEED THE RETAIL PRICE OF THE PRODUCT. RSE SHALL NOT BE LIABLE FOR ANY LOSS, DAMAGE OR INJURY DIRECTLY OR INDIRECTLY ARISING FROM THE USE OF OR INABILITY TO DETERMINE THE USE OF THE PRODUCT. THE ORIGINAL PURCHASER IS RESPONSIBLE TO DETERMINE THE SUITABILITY OF THE PRODUCT FOR ITS INTENDED USE, PRIOR TO USING THE PRODUCT, AND THE ORIGINAL PURCHASER ASSUMES ALL RESPONSIBILITY AND RISK IN CONNECTION THEREWITH.

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