



## Arnett Inc. Warranty, Refund and Return Policy

Arnett Inc.® offers a Limited Lifetime Warranty for North American and European Union customers on Arnett Air Springs, Air Struts, Compressors, Coil Spring Conversion Kits and Arnett Adjustable Motorcycle Suspension Kits. Orders for Arnett products outside of North America and the European Union come with a Limited Two-Year Warranty. Arnett is so confident you will be 100% satisfied with your product that it offers you a 30-Day Money Back Guarantee and a 90-Day Return Policy on unused and uninstalled products. Arnett offers a 30-Day Warranty on parts used in commercial vehicles. Improper use or installation is not a manufacturer's defect. The Arnett Warranty is non-transferable.

Arnett's automotive and motorcycle air suspension products are warranted to be free from defects in materials or workmanship for the warranty period from the date of purchase. Within this period, Arnett will, at its sole option, repair or replace any components that fail in normal use. Such repairs or replacements will be made at no charge to the customer for parts, provided that the customer shall be responsible for any transportation and installation costs. This warranty does not apply to: (i) cosmetic damage, such as scratches, nicks and dents; (ii) normal wear and tear, unless product damage has occurred due to a defect in materials or workmanship; (iii) damage caused by accident, abuse, misuse, water, flood, fire, or other acts of nature or external causes; (iv) damage caused by improper installation; or (v) damage to a product that has been modified or altered without the written permission of Arnett Inc.

Repairs have a 90-Day Warranty. If the unit sent in is still under its original warranty, then the new warranty is 90 days or to the end of the original warranty, depending upon which is longer.

The Warranties and remedies contained herein are exclusive and in lieu of all other warranties express, implied, or statutory, including any liability arising under any warranty of merchantability or fitness for a particular purpose, statutory or otherwise. This warranty gives you specific legal rights, which may vary by jurisdiction.

In no event shall Arnett Inc. be liable for any incidental, special, indirect, or consequential damages, whether resulting from the use, misuse, or inability to use this product or from defects in the product. Some jurisdictions do not allow the exclusion of incidental or consequential damages, so the above limitations may not apply to you.

Arnett retains the exclusive right to repair or replace (with a new or newly remanufactured replacement product) the product or offer a full refund of the purchase price at its sole discretion. Such remedy shall be your sole and exclusive remedy for any breach of warranty.

To obtain warranty replacement, contact the vendor you purchased your Arnett product from. If purchased directly from Arnett Inc. please call Arnett Technical Support at 800-251-8993 during normal business hours for shipping instructions and an RMA (Return Material Authorization) tracking number. Securely pack the product and a copy of the original sales receipt, which is required as the proof of purchase for warranty repairs. Write the RMA tracking number clearly on the outside of the package. Send the product, freight charges prepaid, to Arnett Inc. at 100 Sea Ray Drive, Merritt Island, FL 32953.

**Online and Auction Purchases:** Products purchased through online part stores and auctions (this does not apply to purchases made directly from Arnett) are eligible for that vendor's warranty coverage only and you must deal with that vendor for any and all warranty or return issues. Arnett requires an original or copy of the Arnett sales receipt. Online auction confirmations are not accepted for warranty verification. In most cases your vendor will work with Arnett to obtain an RMA number and arrange for shipping of your part to Arnett. Arnett will not replace missing components from any package purchased through an online or auction site other than directly from Arnett. Please note that not all online resellers honor Arnett's warranty.

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