

Warranty & Warnings

Steinjäger products are an aftermarket accessory and are not designed by the vehicle's manufacturer for use on their vehicle. As such, the buyer assumes all risk of any damage caused to the vehicle/person during installation and/or use of this product. Steinjäger makes no claim as to suitability of these products for use in on-highway applications.

Limited Warranty

Steinjäger offers a Limited Warranty against defects in materials and workmanship for the term of 12 months from the date of purchase of this product. This Warranty only applies to the original retail purchaser who retains ownership of the vehicle on which this product was originally installed. If Steinjäger determines that the product was defective, Steinjäger will repair, replace or refund the original purchase price of the defective product at Steinjäger's sole discretion, which will fully satisfy and discharge any and all warranty claims. Any repaired or replaced product will be returned to the sender excluding the cost of freight.

Items offered by Steinjäger but not manufactured by Steinjäger are warranted (or not-warranted) according to the manufacturer's terms and are not covered by this limited warranty. Steinjäger shall not be responsible for any labor, removal, installation, re-installation, damage or maintenance costs. This warranty does not cover the cosmetic finish, painting or plating of any product, or any normal wear and tear to any product including, but not limited to, bushings, brackets, end-links, fasteners, hardware, bearings, hinges, latches, gas springs, rubber boots, apparel, spherical rod ends, shocks, springs. etc. In addition, this warranty does not apply to any products that have been:

- (1) improperly installed or installed by someone other than a qualified, licensed auto mechanic experienced in the installation and removal of suspension products;
- (2) improperly serviced, misused, modified, applied, or altered;
- (3) subjected to abuse, negligence, accident, collision or harsh environments;
- (4) installed in any vehicle that has carried loads in excess of automobile manufacturer suggested weight limits;
- (5) installed on any vehicle that has been subject to abnormal or excessive use, including rallying, racing, racing-type activities, dune racing, etc

Limitation of Warranty

This limited warranty is the entire and only warranty for the products and may not be modified or supplemented by any other person or company in any form. Any description of the products, by anyone, is for the sole purpose of identifying them and is not part of the basis of the bargain, and does not constitute a warranty that the products will conform to that description, or that they are suitable for that application or environment. The statements, written or verbal, of any salesperson do not constitute part of this limited warranty and cannot be relied upon as a warranty.

THERE ARE NO WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OR MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, WHICH EXTEND BEYOND THE DESCRIPTION OF THE FACE HEREOF. ANY IMPLIED WARRANTIES ARE DISCLAIMED TO THE FULLEST EXTENT PERMITTED BY LAW. THIS WARRANTY DOES NOT COVER CONSEQUENTIAL DAMAGES, LOSS OF TIME, LOSS OF REVENUES, INCONVENIENCE, LOSS OF USE OF THE VEHICLE, DAMAGE TO THE VEHICLE OR COMPONENTS OF THE VEHICLES, ANY OTHER TYPE OF CONSEQUENTIAL DAMAGES, OR ANY OTHER INCIDENTAL OR INDIRECT DAMAGES. Steinjägers MAXIMUM LIABILITY UNDER THIS WARRANTY SHALL IN NO EVENT EXCEED THE PURCHASE PRICE OF THE PRODUCT.

Warranty Claim Procedure

The answer to ALL the following questions should be 'YES' prior to making a warranty claim:

- Is the product appropriate to your application?
- Did you carefully and thoroughly read *and follow* the instructions provided along with the product?
- Do you have the original invoice or sales receipt?
- Is the return date within 12 months from the purchase date?
- Are you the original purchaser?
- Was the product properly installed by an ASE certified auto mechanic?
- Has the product been installed on the original vehicle on which it was installed at all times?
- Is the product unmodified and clean?
- Is the reason for return a legitimate product defect?
- Was the product properly maintained?
- Has not been subject to abnormal use such as racing, etc

If the answer to all of the above questions is 'Yes', please contact us to arrange a Returned Goods Number (RGA#). All shipments must be (1) prepaid, (2) include the original invoice or sales receipt, (3) show the RGA# on the outside of the package, (4) include your name, address, make and model of vehicle, (5) include a brief description of the claimed defect, including the circumstances under which the defect occurred. If the warranty claim is determined to be valid by Steinjäger, Steinjäger will estimate the shipping costs to return the repaired or replacement part and will contact you for payment. Steinjäger's Limited Warranty requires that any repaired or replaced products be returned to the sender excluding the cost of freight.

Steinjäger will not accept product returns without the RGA number, receipt and the information described above. Steinjäger will refuse COD or collect shipments.

This Limited Warranty is subject to change without prior notice. Steinjäger is not responsible for printing or typographical errors.

Returns/Exchanges

Returns and Exchanges are allowed on certain parts and on certain circumstances.

End Users purchasing product directly from Steinjäger may return an item for *exchange* provided (1) the exchange is made within 30 days of the original shipment from Steinjäger, (2) the product is returned in the original packaging, (3) the customer obtains an RGA# from us prior to the return shipment, (4) the returned container has a clearly marked noted Steinjäger-assigned RGA # on it, (5) the part was not special ordered, (6) if a powder coated item, the color is black or red baron. Approved exchanges will be for 80% of the original purchase price and do not cover original freight, or return freight, or freight on the exchanged product.

End Users wishing to make a *return* may return an item for a *partial* refund provided (1) the exchange is made within 30 days of the original shipment from Steinjäger, (2) the product is returned in the original packaging, (3) the customer obtains an RGA# from us prior to the return shipment, (4) the returned container has a clearly marked noted Steinjäger-assigned RGA # on it, (5) the part was not special ordered, (6) if a powder coated item, the color is black or red baron. Return restocking fees for approved returns are 30%, plus return freight.

Dealers purchasing product directly from Steinjäger may return an item for exchange provided (1) the exchange is made within 120 days of the original shipment from Steinjäger, (2) the product is returned in the original packaging, (3) the dealer obtains an RGA# from us prior to the return shipment, (4) the returned container has a clearly marked noted Steinjäger-assigned RGA # on it, (5) the part was not special ordered, (6) if a powder coated item, the color is black or red baron. Approved exchanges will be for 80% of the original purchase price and do not cover original freight, or return freight, or freight on the

exchanged product. Products returned for exchange cannot exceed more than 10% of the previous 12 months total sales for Steinjäger with that dealer. This section ONLY applies to dealer-stocked inventory and is commonly referred to as the 'take out'.

Damage During Shipment

Shipping carriers require that the company initiating the shipment be the actual agent for filing a complaint if the containers are damaged and/or lost in transit. Thus, if you have a damaged container, Steinjäger must file the complaint on your behalf, but in order to do so, and thus in order for you to be reimbursed for the lost or damaged products, you need to provide us with PHOTOS of the damaged boxes immediately when you receive them, and if possible, have the delivery person sign the photo acknowledging the damage. Lastly, keep the damaged container until the claim has been paid. Comment: If you contact us to tell us that the part was damaged during shipment, but can't show us photos of the condition of the packaging, the damage claim will be denied.

Other Warnings

We recommend that the customer and/or end-user suitably inspect, install, test and qualify all products by a qualified and certified mechanic and/or mechanical engineer prior to use. Variations in vehicle designs, conditions, tolerances, and changes in climate, environment, etc. all can materially effect and or damage these products. USE AT YOUR OWN RISK.

For subcomponents offered on this site that require subsequent welding, we recommend that for best safety results, that all welding is done by certified welders, and that the mating components are of the same or comparable materials suitable for welding together. For health reasons, never weld on a plated surface.

Steinjäger makes every effort to ensure that you are provided with the most accurate and up-to-date technical information. However, all technical information is approximate and may vary upon application. Additional suspension components may be needed in some applications, depending upon the vehicle, and it's make, model, engine, drivetrain, chassis, etc. Steinjäger is not responsible for any consequences resulting from manufacturer's technical mid-year changes. Steinjäger products should only be installed by a qualified, licensed auto mechanic experienced in the installation of such products.

Rejections

We want you to be completely satisfied with your Steinjäger experience and products. All of our products are guaranteed to be free from manufacturing nonconformances. If you receive a product with a manufacturing nonconformance, please contact us immediately and we will provide you with an RGA (Returned Goods Authorization) number. You must clearly note this RGA# on the returned package. In order to qualify for replacement, the parts must be returned in the original packaging, and must be unused. After reviewing the returned goods, should we find that they were nonconforming, we will issue you replacement goods, replacement credit, or a full refund at your direction. RGA's are allowed as long as we are notified within 90 days of the original shipment.

Shipping and handling charges from the original order are not refundable. We will pay for the return freight charges to our location and back to you should we agree that the product is non-conforming, and if the return to us was via the specified carrier and pre-approved shipping costs.

If you purchased your Steinjäger product from an authorized Steinjäger dealer, you are still covered by this limited warranty, subject to its terms and conditions, and are encouraged to arrange the return, etc directly with us and not thru the dealer.

Powder Paint Finishes (Accept/Rejection criteria): In accordance with common industrial powder painting standards, our visual inspection accept/reject criteria for powder coated products allows acceptance of defects NOT visible 48 inches away on the following characteristics: smoothness, color, gloss, and freedom from scratches, runs, or contamination.