



MERCHANDISE RETURNS: A Return Goods Authorization (RGA) is required for all items. Call to request an RGA number. No freight or restocking fee will be charged on returned goods found to be defective or not as ordered; returns for any other reason will be charged a 20% restocking fee. All returns must be shipped back with all components of the original part included; failure to do so will result in the part being shipped back to the customer at the customer's expense. All sales are final on discontinued and closeout items. All returns are subject to inspection for determination of credit. Mark RGA the number prominently on the outside of the package and send freight prepaid to: Arlen Ness Enterprises, Inc. | 6050 Dublin Blvd. | Dublin, CA 94568 Returns received without the correct RGA will be returned to the customer at their expense. All Retail returns will receive a replacement item or company credit.

LIMITED WARRANTY:

Improper Care or Misuse:

Arlen Ness Enterprises shall have no warranty obligation in the event the goods have been modified by any other person or organization, or where the goods become defective in whole or in part as a result of improper installation, improper maintenance, improper use, abnormal operation or any other misuse or mistreatment of the goods.

Proof of Purchase:

Arlen Ness Enterprises, Inc. shall have no warranty obligation in the event the customer is unable to present a receipt evidencing the date on which the customer purchased the goods.

Exhausts:

Exhaust systems are warrantied for manufacturing defects only; however, there is no warranty on exhaust pipes and mufflers with regard to any discoloration. Discoloration (blueing) is caused by tuning characteristics, exhaust timing, carburetor jetting, overheating, etc. and is not caused by defective manufacturing.

Chrome Plating:

If, after initial inspection a flaw is discovered in the chrome, do not install. Please call Arlen Ness Enterprises, Inc. for an RGA and we will replace these items at no charge. If chrome fails after installation during our 1-year warranty period, items will be re-chromed at our expense and then returned. Please use caution when installing chrome-plated items, as the finish is fragile. Always use anti-seize when using chrome hardware on chrome plated products. Arlen Ness recommends using a quality wax or polish on chrome pieces to protect their finish.

Engine Warranty:

All engines purchased from Arlen Ness Enterprises, Inc. will be warranted per the manufacturer warranty. If in the event that an engine has been assembled by Arlen Ness, they will have a warranty period of six months. Chrome parts will still carry our 1-year limited warranty.

Consequential Damages:

Arlen Ness Enterprises, Inc. shall not be liable for any consequential or incidental damages arising from the breach of any warranties, the failure to deliver, delay in delivery, delivery in non-conforming condition, or for any other breach of contract or duty between Arlen Ness Enterprises, Inc. and the customer.

Chrome Wheel Warranty - 1 Year Unconditional Warranty:

The chrome finish on your Arlen Ness wheel is of the highest quality, and to ensure its longevity it must be maintained properly. Salt, sand and humidity are bad for chrome. If you ride the motorcycle in these conditions and do not clean and dry your chrome wheels properly, the life of the chrome will be shortened. Do not use any abrasive cleaners or waxes. Arlen Ness reserves the right to determine if the wheel has been maintained properly and been abused. You may return the wheel to Arlen Ness within one year of the invoice date and if upon inspection it is found to be defective, we will replace it or at our option repair it.

Black Anodize Wheel Warranty - 1 Year Unconditional Warranty:

The black anodize finish on your Arlen Ness wheel is of the highest quality, and to ensure its longevity it be maintained properly. Exposure to UV rays is bad for black anodize. Do not use any abrasive cleaners or waxes. Arlen Ness reserves the right to determine if the product has been maintained properly, and not been abused. If your Arlen Ness black anodize wheel has been maintained properly and not abused, you may return it to Arlen Ness within one year of the invoice date and if upon inspection it is found to be defective, we will replace it or at our option, repair it.