



## **Product Warranty and Disclaimer**

**Limited Warranty.** If any written warranty materials are included in the packaging with any item purchased by you, such included written warranty materials are in addition to, and not in lieu of, this limited warranty; however in the event of a conflict the terms of the included written warranty materials will control.

Website Owner offers a limited warranty on its products for a period of one year from the date of invoice. Limited warranty is for defects in workmanship and materials only. Parts must be returned to Website Owners for inspection for determination of repair, replacement or credit. Misuse, improper installation, and/or modification of our product void all warranties. No replacement will be shipped prior to receipt of the return for inspection and determination of qualification of warranty. We will make every effort to ship replacement parts in a timely fashion, however, please be aware that delays may sometimes occur due to manufacturing schedules. Credits or refunds will be issued only for the value of the item and only if part was purchased directly from Website Owners. No credit will be issued for labor or any other cost incurred beyond the original cost of the part. Website Owners is not responsible for failure of any product that results from normal wear and tear, misuse, modification or improper installation. Exhaust sound of tone & pitch varies from one system and motorcycle to the next and is not covered by warranty. Returns must have a Return Merchandise Authorization (RMA) number clearly marked on the outside of the package. See RMA section of these policies for more information.

### **Performance Product Warranties and Returns:** (i.e., internal engine parts)

No warranties on internal engine performance products for any reason. No returns, exchanges or refunds for any internal engine performance products. No credit will be issued for labor or any other cost incurred in the installation of these products.

### **Limited Chrome Warranty:**

As hard as we try, our chrome is not always perfect. Small flaws and/or marks in the chrome do not constitute a flawed product. If, upon inspection you don't agree, or if the chrome is very obviously flawed then please contact us. Our standard chrome warranty is for a period of 90 days from date of invoice, for workmanship or defects. Corrosion defects due to salt spray in beach or snow areas, corrosive chemicals, improper care or cleaning are NOT COVERED by warranty. Parts must be returned to Website Owners for inspection for determination of repair, replacement or credit. Misuse, improper installation, and/or modification of our product void all warranties. No replacement will be shipped prior to receipt of the return for inspection and determination of qualification of warranty. We will make every effort to ship replacement parts in a timely fashion, however, please be aware that delays may sometimes occur due to manufacturing

schedules. Credits or refunds will be issued only for the value of the item and only if part was purchased directly from Website Owners. No credit will be issued for labor or any other cost incurred beyond the original cost of the part. Website Owners is not responsible for failure of any product that results from normal wear and tear, misuse, modification or improper installation. Bluing/yellowing or discoloration of exhaust products is NOT COVERED for warranty. Returns must have a Return Merchandise Authorization (RMA) number clearly marked on the outside of the package. See RMA section of these policies for more information.

**Inspection:**

All items returned for warranty consideration are subject to inspection. Website Owners reserves the right to inspect all parts related to a warranty claim and to refuse any warranty claim upon inspection of said parts. No replacement products will be shipped prior to receipt and inspection of any product for warranty request.

**Non-Warranty Return Policy:**

No item will be considered for return/refund/credit after 30 days of original invoice date. Original invoice must accompany the return. Website Owners reserves the right to inspect all parts related to a return request and to refuse any claim upon inspection of said parts. A restocking fee of 20% will be charged to all Non-Warranty Returns. Merchandise may not be returned for credit unless purchased directly from Website Owners. Returns must have a Return Merchandise Authorization (RMA) number clearly marked on the outside of the package. See RMA section of these policies for more information.

**Return Merchandise Authorization (RMA):**

All returns must have a Returned Merchandise Authorization (RMA) number. Contact Website Owners via [cs@lachoppers.com](mailto:cs@lachoppers.com) for the RMA number. The RMA number must be clearly marked on the outside of the box, along with the word "RETURN". All items must be packed carefully to prevent damage. Any return item damaged during return shipping will not be warranted or considered for credit/refund. The original invoice, along with a letter describing the complaint (or RMA form included in package), must accompany all returns and must include the name, address and contact phone numbers for the customer, as well as e-mail address if available. Returns must be received within 45 days of the date the RMA number was issued. Any return shipped without an RMA number or received after 45 days will be denied. All freight charges are the responsibility of the customer and will not be reimbursed in the event of a warranty claim.