



Nelson-Rigg USA, Inc. Exclusive Warranty

All Nelson-Rigg products are made to the highest standards of quality and finish, providing unequalled strength, durability, and function. Our products are warranted to be free from defects in materials and workmanship during the specified warranty period. The warranty is only valid to the original purchaser of the product with an original sales receipt. Warranty eligibility is voided on Nelson-Rigg products that are purchased second hand or used. The warranty applies only when the product is used for the purpose intended and under normal conditions. Our warranty does not apply to damages caused by improper use, neglect, accidents, normal wear and tear or natural breakdown of the materials caused from the weather elements. Please note that Nelson-Rigg USA's warranty does not cover, but not limited to, severe or extreme weather conditions (i.e.: tornadoes, hurricanes, flooding, hail, extreme snow storms, etc.). If the product is used in direct sunlight for any extended period of time, fading may occur. This will be considered normal wear. To check the length of a warranty period on any item, please reference the features tab under any product on our website.

Our liability is limited to the repair or replacement of the product found to be defective by Nelson-Rigg at its sole discretion. This warranty is in lieu of all other warranties, express or implied, including any implied warranty of fitness or suitability for a particular use or purpose, and Nelson-Rigg shall in no event be liable to purchaser for indirect or consequential damages of any kind or character.

Nelson-Rigg will repair or replace the product at our discretion if product is deemed defective. If the warranty item is not repairable and/or is no longer available or discontinued, we can replace with a similar item of the same or lesser value or apply credit for the amount paid on original proof of purchase toward purchase of a new product. Customer is responsible for all shipping charges to return the product to Nelson-Rigg. Repaired or replaced item will be sent to the customer at no charge within the United States. Customer is responsible for all shipping charges outside of the United States. This warranty does not cover any international freight, duty or custom charges or any other costs associated with transportation of the parts or product internationally.

To submit a product for warranty:

Click on Claim Form and complete all required fields. This form is **NOT** for Product Registration (to register new products, go to "Product Registration" on our home page). Once submitted, an email will be sent with your Return Authorization number and instructions on how to send the item to Nelson-Rigg for the warranty evaluation. Please allow 24 business hours for your form to be processed. This RA # must clearly appear on the outside of the box as well as

the copy of your sales receipt. Any packages returned without an RA # will be returned at senders expense. Please allow up to 14 business days upon receipt of product for the evaluation and processing.

Return Policy

Returns and exchanges must be made within 30 days of purchase. Any item to be considered for return or exchange must be in original packing, never used and 100% resalable. All accessories (straps, buckles, rain covers, etc) must also accompany the product. Any return must be pre-authorized by Nelson-Rigg by contacting Customer Service and receiving a Return Authorization number that must appear on the outside of the box. Items sent without a return authorization number can be refused and sent back at the senders expense. Approved refunds and exchanges are only issued if item was bought directly from Nelson-Rigg USA and meets the guidelines stated above. A 10% restocking fee per item will be applied on all returned items. The Customer is responsible for all inbound shipping charges on any item sent to us for exchange or return. For exchanges, a shipping charge will be applied and must be prepaid prior to the new item(s) shipping.