

**SPECIAL ORDERS:**

Special ordered parts will be Non Refundable once the order has been placed.

**RETURNS:**

No returns will be accepted without prior authorization by calling or writing Performance Machine to request an RMA number. Parts will only be considered for return if the request is made within 30 days from the date of invoice. A handling fee will be charged to restock parts unless otherwise specified. RMA's received more than 30 days after issue date will be ineligible for return unless otherwise specified. In order for products to be eligible for return or exchange, they must be received in proper condition depending upon the nature of the RMA. The customer is responsible for ensuring proper packaging to maintain the condition of the parts when returning to PM. Parts received damaged will not be eligible and will be returned to customer. Performance Machine reserves the right to refuse to issue an RMA at our discretion.

**Refused Packages:**

Performance Machine is not responsible for freight charges due to refused shipment from dealers. If a dealer refuses a shipment they are responsible for any freight expenses incurred. Refused packages will be charged a restocking fee. Should a dealer have more than 2 refused packages their account will be immediately put on hold and may at Performance Machine's discretion be closed.

**WARRANTY COVERAGE**

If your Performance Machine product is defective in material or workmanship and you return it to us within one year from the date of purchase, we will replace it or, at our option, repair it at no charge to you. If we repair the defective part, we may use reconditioned replacement parts or materials. If we replace it, we may replace it with a reconditioned one of the same design. Any product to be considered under a warranty claim must be returned to Performance Machine for quality inspection with original receipt. Upon confirmation that a product is covered under warranty, PM will repair or replace parts as quickly as possible. Warranty is limited to product repair or replacement only. Product purchased through Tucker Rocky/Biker's Choice or Drag Specialties is subject to the terms of the Performance Machine warranty above and as such we will repair or replace product deemed to fall within the warranty terms. Performance Machine does not issue credits or refunds on products purchased directly from Tucker Rocky/Biker's Choice or Drag Specialties. Due to climate and exorbitant shipping costs, Performance Machine finishes will not be guaranteed outside the United States.

## **CHROME WARRANTY**

Standard Two Year Unconditional Warranty The chrome finish on your Performance Machine product is of the highest quality, but 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 the chrome parts, the life of the chrome will be shortened. Do not use any abrasive cleaners or waxes. Performance Machine reserves the right to determine if the product has been maintained properly and has not been abused. If your Performance Machine chrome product has been maintained properly and has not been abused, you may return it to Performance Machine within two years of the invoice date and if upon inspection it is found to be defective, we will replace it, or at our option repair it.

## **LIFETIME LIMITED CHROME WARRANTY**

Performance Machine, LLC offers a Lifetime Limited Warranty on Performance Machine and Xtreme Machine branded products sold within the continental U.S. after February 1st, 2012. The Lifetime Limited Warranty is non-transferable and applies only to the original consumer purchase. The end user must complete the warranty registration process at [performancemachine.com/warrantyregistration](http://performancemachine.com/warrantyregistration) within 90 days of the invoice date. In order to file a warranty claim, the consumer must provide the original purchase receipt and the warranty confirmation from Performance Machine generated during the warranty registration process. If warranty claim requirements are not met, the warranty will default to Performance Machine's Standard Chrome Warranty.

## **BLACK ANO WARRANTY**

Two Year Unconditional Warranty The black anodize finish on your Performance Machine product is of the highest quality, but to ensure its longevity it must be maintained properly. Exposure to UV rays is bad for black anodized finishes. Do not use any abrasive cleaners or waxes. Performance Machine reserves the right to determine if the product has been maintained properly and has not been abused. If your Performance Machine, Inc. black anodized product has been maintained properly and has not been abused, you may return in to Performance Machine within two years of the invoice date and if upon inspection it is found to be defective, we will replace it, or at our option repair it.

## **HOW TO OBTAIN WARRANTY SERVICE**

Contact Performance Machine at (714) 523-3000 to obtain authorization to return the part. Send parts to us at the address below, together with a letter describing the problem. You must prepay all shipping costs. Performance Machine Warranty Service 6892 Marlin Circle La Palma, CA 90623 U.S.A.

## **WARRANTY EXCLUSIONS**

This warranty does not cover any damage to the product caused by accident, misuse, failure to follow installation and operation instructions, misapplication, alteration or attempted unauthorized repair service by anyone other than us. This warranty does not cover wheels used on the street or highway that are designated in our catalog for racing purposes only. In addition, due to the unusual stresses

placed on all parts used on the race track, Performance Machine. will warranty at their discretion any parts used for racing purposes.

#### **LIMITATIONS OF WARRANTY**

Repair or replacement of the product by us is your sole and exclusive remedy. Implied warranties, including those of fitness for a particular purpose and merchantability, are limited in duration to the one (1) year term of this express warranty. We will not be responsible for incidental or consequential damages. There are no express warranties which extend beyond those set forth in this document. All warranties are nontransferable and are limited to the original end user of the product. Warranty period is based on the invoice date of the product