

Warranties & Claims

H&R Special Springs LP ("Seller") warrants to the original retail purchaser ("Purchaser") who holds title to the vehicle on which the Suspension Springs, Sway Bars and TRAK+® Wheel Spacers are originally installed will, when delivered, substantially conform to the respective written Product description furnished to Purchaser, and all Product(s) to be free from defects in material and workmanship, other than coatings, for the duration of the Purchaser's ownership of the vehicle on which Products are installed unless the Products are discontinued in which case they are covered until the date of discontinuance. **Street Performance Coil Overs, Street Performance + Coil Overs, Street Performance SS Coil Overs, Premium Performance Coil Overs and VTF Adjustable Lowering Springs** are covered by a two (2) year warranty. **Ultra Low Coil Overs, RSS Coil Overs, RSS Plus Coil Overs, all Cup Kits, ETS Electronic Lowering Modules, EBM Electronic Bypass Modules, Triple C Camber Adjustment Bolts, TRAK+® accessories, and Sway Bar Bushings** are covered by a twelve (12) months warranty. (Springs, Sway Bars, TRAK+® Wheel Spacers and accessories, Street Performance Coil Overs, Street Performance + Coil Overs, Street Performance SS Coil Overs, Premium Performance Coil Overs, RSS Coil Overs, RSS Plus Coil Overs, Ultra Low Coil Overs, Cup Kits, Triple C Camber Adjustment Bolts, ETS Electronic Lowering Modules, EBM Electronic Bypass Modules and Sway Bar Bushings are collectively referred to as "Product")

Should a Product(s) become defective within one of the above referenced periods after the date of purchase, Purchaser shall submit its claim to the distributor from which the product was purchased. Purchaser, at its cost shall submit the defective product labeled with the return goods authorization number (RGA), the sales receipt, and a statement of the defects and the circumstances under which the defect occurred, in which case Seller will examine, and upon establishing Purchaser's validity of claim, at its sole discretion, exchange the Product(s), which shall fully satisfy and discharge any and all warranty claims. Warranty related inquiries should initially be directed to the authorized distributor from which the consumer purchased. Authorized claims marked with the RGA number are to be delivered to the following address: **H&R Special Springs, LP c/o Warranty Service, 4108 Bakerview Spur, Bellingham, WA 98226.**

This warranty extends only to Product(s) installed in such vehicle model as specified for the respective Product(s) and does not extend to any Product(s) (i) which has been used or operated inconsistent with its intended use, (ii) to Product(s) that have been improperly installed or have not been properly installed by a qualified licensed auto mechanic experienced in the installation of Product(s); (iii) Product(s) which have been modified, altered, misused or improperly serviced, or have been subject to negligence, abuse, accidents or collision; (iv) Product(s) installed in a vehicle that has been modified; (v) installed on any vehicle that carried loads in excess of automobile manufacturer's suggested weight limits; (vi) installed on any vehicle that has been used for rallying, racing, or racing type activities or off road use; (vii) presented for warranty coverage by a person other than the original Purchaser or (viii) presented for warranty coverage after being used on a vehicle other than the vehicle on which it was originally installed. No warranty of fitness for a particular purpose is made. In addition, the foregoing warranty shall not apply to any components not manufactured by Seller.

THE WARRANTIES SET FORTH HEREINABOVE ARE IN LIEU OF ALL OTHER WARRANTIES EXPRESS OR IMPLIED. THE SALE IS MADE ON THE EXPRESS UNDERSTANDING THAT THERE IS NO IMPLIED WARRANTY THAT THE PRODUCT(S) SHALL BE MERCHANTABLE OR BE FIT FOR ANY PARTICULAR PURPOSE. THE PURCHASER ACKNOWLEDGES THAT THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION HEREIN. IN NO EVENT SHALL SELLER BE LIABLE FOR CONSEQUENTIAL, INCIDENTAL, OR SPECIAL DAMAGES, AND DAMAGES ARISING OUT OF THE PURCHASE, UNLOADING, HANDLING, AND USE OF ANY PRODUCT(S), ALL OF WHICH ARE WAIVED BY PURCHASER AND IN ANY EVENT, DAMAGES HEREUNDER SHALL BE LIMITED TO A MAXIMUM OF THE PURCHASE PRICE. THIS WARRANTY GIVES THE CONSUMER SPECIFIC LEGAL RIGHTS AND THE CONSUMER MAY ALSO HAVE OTHER RIGHTS WHICH MAY VARY FROM STATE TO STATE, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

The Purchaser shall inspect and accept or reject acceptance of the Product(s) immediately upon the arrival and shall, within three (3) days after the arrival, give written notice to Seller of any claim that the Product(s) do not conform with the terms of the order. If the Purchaser fails to give such notice, the Product(s) shall be deemed to have been accepted and the Purchaser shall pay for the Product(s) in accordance with the terms of the order. The purchaser expressly waives any rights the Purchaser may have to revoke acceptance after such three-day period.

Manufacturers and users of motor vehicles incorporating the Product(s) should at all times take necessary precautions against damage to persons or property resulting from malfunction of the Product(s).



Safety Procedure Bulletin

H&R manufactures many types of suspension coil springs and shock absorbers for a large assortment of automobiles. Installation and operation of H&R springs and shock absorbers not designed for your specific vehicle may result in personal injury and/or property damage. Consult your factory service manual. Contact an H&R suspension dealer and a qualified licensed mechanic experienced in installing suspension if you are not sure of the appropriate fitment of a specific H&R suspension component.

The removal and installation of suspension springs can be very hazardous. Springs under compression have a tremendous amount of stored energy that, when handled improperly, can release abruptly causing damage to people and property. H&R suspension components should only be installed by a qualified licensed mechanic experienced in the installation of suspension springs and shocks. The professional mechanic should have express knowledge of the special requirements of aftermarket suspension products. We recommend that H&R products be installed by a shop that is experienced in the care and repair of the particular type of vehicle for which the H&R product is designed.

NEVER WORK UNDER A VEHICLE SUPPORTED ONLY WITH A JACK!

Wheel alignment is critical for good handling and proper tire wear. Some suspension components require additional parts to adjust alignment. Please contact your H&R dealer. Alignment specifications are found in the factory service manual.

All necessary parts that are re-installed should be cleaned, inspected and replaced. All nuts and bolts must be torqued according to the factory service manual. Complete installation and all fasteners should be double checked.

Always wear your seat belt and obey all traffic laws and speed limits. H&R Suspension Systems and components may change the way your car feels when you drive. Get to know the new handling characteristics of your automobile.

H&R Suspension Systems and components are designed for specific automotive applications. No other uses of these products are recommended. Use of H&R products for non-intended purposes may lead to personal injury or property damage.