

## Warranty and Returns



### LIFETIME REPLACEMENT WARRANTY

A lot of things can happen on the road less traveled, and Rough Country has you covered! We're confident in our high-quality products so we're giving you more peace of mind and more bang for your buck!

Rough Country Suspension Systems offers a Lifetime Replacement Warranty on most suspension products. All products are warranted to be free from defects in material and craftsmanship for the life of the vehicle if utilized in accordance with the manufacturer's instructions for installation and operation of said products. *\*We'll replace your defective item at no cost to you!*

Break a component while off-roading? We'll replace it! Even damage from intended off-road use is covered under our Lifetime Replacement Warranty. *\*All you pay is shipping for your replacement product.*

Check out our full list and see exactly what is covered:

#### Hard Suspension Components:

Lifetime Replacement Warranty

Includes Knuckles, Lift Blocks, Control Arms etc...

Covers welds, cracks, or breakage

#### Shock and Stabilizers:

3 Year Manufacturer's Warranty

Covers leaking, diminished dampening, and breakage.

#### Winches:

1 Year Electrical

2 Year Mechanical

#### Rough Country Gears:

10 Year Limited Warranty

Covers defects in craftsmanship

#### Soft Tops:

3 Year Limited Warranty

#### Leaf and Coil Springs:

5 Year Manufacturer's Warranty

Covers atypical sagging, breakage, or failure.

#### Bushings, Ball Joints ext...:

1 Year Manufacturer's Warranty

Covers all wear and tear items.

#### LED Lights:

3 Year Limited Warranty

Covers casing, bulbs, and wiring

#### JK Armor:

Limited Lifetime Warranty

Covers manufacturer's defects for life

**\*Note:** Some suspension components are prone to gradual wear and tear over time and therefore are not covered within the Lifetime Replacement Warranty. Exclusions to our standard Lifetime Replacement Warranty include wear and tear items such as mountings, bushings, diminished shock and stabilizer dampening resistance, finish, dents and scratches, as these components and issues can wear out or occur naturally over time. These items are covered under a separate Limited Warranty along with other non-suspension items listed above. Rough Country's Lifetime Replacement Warranty and Limited Warranties are non-transferable and may only be enacted by the original purchaser of warranted equipment. These warranties do not cover the removal or installation of our products.

When enacting a warranty claim, Rough Country will need to verify that you are the original purchaser and may require photos of the defective or damaged part(s). You must provide a copy of the Bill of Sale, a valid order number or other transactional documentation to verify your purchase. We advise storing your receipt in your glovebox, or printing your order confirmation e-mail for safe keeping.



## FMVSS

### 126 COMPLIANT

As a part of our ongoing quality initiatives, we have tested our product and passed the Federal Motor Vehicle Safety Standard No. 126 test. Through a series of specialized tests designed, we have ensured that the installed Rough Country suspension system did not interfere with the vehicle's Electronic Stability Control (ESC) system - now standard on new model vehicles.

ESC systems use automatic computer-controlled braking to assist the driver in maintaining control in critical driving situations. The NHTSA estimates ESC systems will prevent up to 238,000 injuries annually once all vehicles on the road are equipped with this new technology.

As part of Rough Country's continued commitment to quality and safety, our products were thoroughly tested on a closed-course and monitored by computer to ensure there was no interference with ESC systems. In third party testing a trained driver simulated a "loss-of-control" scenario causing the ESC system to activate and regain control. After analyzing the data it was proven that Rough Country products in no way interfered with on-board ESC systems.

Rough Country prides itself on offering high-quality products with an impeccable reputation for safety. This certification is yet another step in our ongoing effort to provide our market with superior products at an unbeatable value.



## WARRANTY GUARD

We are confident in the quality of our products, but we understand that sometimes new-model owners are hesitant to lift their vehicle due to the terms of their warranty. Rough Country's Warranty Guard has you covered - even when your manufacturer doesn't. This free protection supplements your manufacturer's warranty, guaranteeing that if you are denied repair due to having a Warranty Guard protected product on your vehicle, then Rough Country will foot the bill for your repair! For up to 5 years / 60K miles / or until your manufacturer's warranty ends, if there is a failure of a factory warranty-covered part due to installation of our suspension product, we will cover the repairs at a factory authorized shop - all you pay is a \$100 deductible! Visit [roughcountry.com/warranty](http://roughcountry.com/warranty) for more information!



## 100% SATISFACTION GUARANTEED

Purchase **ANY** Rough Country product and if you aren't 100% satisfied with every aspect of your purchase, you can return it for a **FULL REFUND** within 90 DAYS with no re-stocking fee and no questions asked!

### Are You Sure?

We're confident in the high quality of our products. We invite you to install a Rough Country product on your vehicle. Use it! Bolt it on; take it out for a spin. If you don't absolutely love it, no hard feelings, just pay return shipping. We'll credit your original purchase price.

### Terms:

All items are eligible for return under this policy. You must return **ALL** parts and equipment included in the original shipment and are responsible for return shipping costs. If the part is defective, Rough Country will pay for return shipping. Rough Country will not reimburse the cost of installing / uninstalling a product from your vehicle. Items purchased from Rough Country Dealers or stores must be returned to those stores in conjunction with that store's policy.