

## PRODUCT WARRANTY AND PROCEDURES

### ReadyLIFT® Product Warranty

This unique product warranty proves our commitment to the quality and reliability of every product that ReadyLIFT® manufactures. The ReadyLIFT® warranty does not include shock absorbers.

***ReadyLIFT® Product Warranty only extends to the Original Purchaser of any ReadyLIFT® product, if it breaks, we will give you a new part. Warranty does not apply to discontinued products.***

#### Warranty Procedures

Product purchased directly from ReadyLIFT, ReadyLIFT® has a 30 day Return Policy on uninstalled products from the date of purchase. Uninstalled product returns must be in original ReadyLIFT packaging and include the outer carton or protective carton when shipping returns back to ReadyLIFT. If the product does not have an outer box customer will be charged an additional \$10.00 rebox charge to the restocking fee. Please call 800-549-4620 to get return authorization # for any return. Customers are responsible for shipping back to ReadyLIFT®.

**Returns without RGA# will be refused.**

Contact ReadyLIFT® directly about any potentially defective parts prior to removing any parts from the vehicle. If it appears that the part is warrantable, you will be given a Returned Goods Authorization (RGA) number and asked to return the part freight prepaid. If the part is found to be warrantable, it will be repaired or replaced and returned to you.

All freight charges are the customer's responsibility. If a replacement part is needed before the part in question can be returned, you must first purchase the replacement part. Then, if the part in question is deemed warrantable, you will be credited / refunded.

ReadyLIFT® reserves the right to change, modify, or cancel this warranty without prior notice.

ReadyLIFT leveling kit, block kits and lift kit products are NOT intended for off-road abuse. Any abuse or damage as a result of off road use voids the warranty of the ReadyLIFT product. Exception: ReadyLIFT Jeep SST Lift Kit is designed for off road use to compliment the Jeep vehicle's off roading ability. All Jeep SST Lift Kit products are warranted when used in an off road environment.

ReadyLIFT Off Road Suspension Series products are designed for off road use and are warranted as such against defects or damage to the product when used during off road driving.

#### ReadyLIFT® Off Road Suspension

##### Return, Limited Warranty and Product Use Information

###### Procedures

Product purchased directly from ReadyLIFT®/ReadyLIFT® Off Road Suspension carries a 30 day return policy on uninstalled products from the date of purchase. Uninstalled product returns must be in original ReadyLIFT® packaging. Scratched or damaged products are not returnable.

Please call 800-549-4620 to obtain a Return Goods Authorization (RGA) number for any return. Customers are responsible for any shipping charges related to returning product to ReadyLIFT®. Returns without an RGA number will be refused. Make sure to include a copy of the original invoice with any returns.

Contact ReadyLIFT® directly about any potentially defective parts prior to removing any parts from the vehicle. If it appears that the part is warrantable, you will be given an RGA number and asked to return the part freight prepaid. If the part is found to be warrantable, at the sole discretion of ReadyLIFT® Off Road Suspension, it will be repaired or replaced and returned to you.

All freight charges are the customer's responsibility, unless stated otherwise. If a replacement part is needed before the part in question can be returned, you must first purchase the replacement part. Then, if the part in question is deemed warrantable, you will be credited / refunded.

ReadyLIFT® reserves the right to change, modify, or cancel this policy without prior notice

#### ROLLOVER HAZARD:

Modified Suspensions and large-diameter tires that increase ground clearance will alter vehicle handling.

- The vehicle may become more likely to roll over.
- Braking distance may increase
- Slower speeds may be required to maintain control

Drive with extreme caution until you become familiar with how your vehicle handles.

Always wear your seat belt.

Some modifications may be illegal in your state. Consult your owner's manual, the instructions for this product, and state law before modifying your vehicle.

#### Re-Stocking Fee Policy on Returns

20% Re-stocking fee will be applied to all returns within 30-days of purchase. (*Exception: Warranty Returns*)

Restocking fees apply to:

- 1) Customer just does not want – 20%
- 2) Customer ordered wrong part – 20%

- 3) Customer changed his mind – 20%
- 4) Customer purchased a new truck – 20%

No return will be taken after 30-days.

**\*\*\*If customer, returns part & would like to exchange for another part no re-stocking fee will apply & shipping will not be credited. New shipping charge will be applied to new invoice.\*\*\***

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## Company Policies

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### Your Personal Information

ReadyLift® is the sole owner of the information collected on this site. We will not sell or rent this information, nor will we share it in ways different from what is disclosed in this statement.

### Cookies and IP Addresses

ReadyLift® is firmly committed to customer privacy. We use your IP address simply to help diagnose problems with our server, and to administer our Web site. Your IP address is used to help identify you and your shopping cart and to gather broad demographic information. We use cookies to keep track of your shopping cart and for other purposes like personalizing the site. If you set your browser to reject cookies you will still be able to use the ReadyLift® site; however, the site will not be able to recognize your cart, your account, or any personalization.

### External Links

This site contains links to other Web sites. ReadyLift® is not responsible for the privacy practices or the content of such sites.

### Address Information

Our site uses an order form for you to request information, products and services. We collect your contact information, including, but not limited to, addresses, email addresses, phone numbers, and financial information. Collected information is used for the sole benefit of ReadyLift® to send information to customers about orders, about our company, and to send promotional material from some of our partners. This information is also used for billing and to contact you when necessary.

Demographic and profile data is also collected at our site. We use this data to tailor your experiences at our site, to show you content that we think you might be interested in, and to display the content according to your preferences.

You may opt out of receiving mailings; see the choice/opt-out section, below.

### Surveys

In our surveys we ask for contact information (typically an email address) and demographic information (for example, zip code, age, or income level). We use this information to send promotional material about ReadyLift® products and services.

### Contests

We run contests on our site in which we ask for contact information (typically an email address) and demographic information (for example, zip code, age, or income level). We use this information to send promotional material about ReadyLift® products and services. Occasionally we send this information to our partners. If we intend to send contact information to partners, we will note this in the contest.

### Changes in Information

You may view or change your information at any time by going to My Account from our home page at <http://www.readylift.com>.

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## Security Information

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This Web site takes every precaution to protect our users' information.

When you send sensitive information (such as your credit card number) to us via our order form, that information is encrypted and protected with SSL, the current industry-standard encryption protocol. When you are on such an SSL-protected page, a picture of a closed lock appears at the bottom or top of some Web browsers. At other times this lock appears open. Another way to tell if you are on a secure page is to look at the address or URL of the page. (Look in the address box or right-click on the page and select "Properties".) These secure SSL-encrypted pages have URLs that start with <https://> instead of <http://>.

If you have any questions about security at our Web site, send an email to [info@readylift.com](mailto:info@readylift.com).

### Legal Disclaimer

We may disclose personal information when required by law or in the good-faith belief that such action is necessary in order to conform to the edicts of the law, or to comply with a legal process served on our Web site.

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## Terms and Conditions of Use

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#### **Order Acceptance**

The receipt of an order number or an email order confirmation does not constitute the acceptance of an order or a confirmation of an offer to sell. ReadyLift® reserves the right, without prior notification, to limit the order quantity on any item and/or to refuse service to any customer. Verification of information may be required prior to the acceptance of any order.

#### **Links to Other Web Sites**

ReadyLift® makes no claim or representation, and accepts no responsibility, regarding the quality, nature, or reliability of the sites accessible by hyperlinks from this Site, or Web sites linking to this Site.

#### **Warranties and Disclaimers**

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