



KW automotive North America · 300 W. Pontiac Way · Clovis, CA 93612

## KW Warranty Policy

The entire team at KW Automotive strives for an exceptional experience for every single one of our valued consumers and customers. KW Automotive has been the premier manufacturer of the greatest suspension in the world for over 35 years and places the highest priority on delivering the highest quality product for you to fit right the first time, be long-lasting and make you smile. If your experience did not meet that exceptional experience, rest assured we stand behind our products and will do everything in our power to make it right. Below is our warranty policy on all KW products laid out there to make sure you know what to expect when you purchase your KW products.

### **KW Products- Limited Lifetime Warranty**

Includes only HAS, Variant 1, Variant 2, Variant 3, Variant 4, Variant 5, DDC, DLC, HLS Systems (excluding universal kits), and Street Comfort series systems.

Any Complete Kit that includes an ESC bundle or that has a vehicle specific HLS system included with a coilover kit will be included in this Limited Lifetime Warranty.

KW (KW automotive North America, Inc., further referred to as “KW”) warrants to the original purchaser (further referred to as “Purchaser”) of KW Products (Includes only HAS, Variant 1, Variant 2, Variant 3, Variant 4, Variant 5, DDC, DLC, HLS Systems (excluding universal kits), and Street Comfort series systems purchased from an Authorized Dealer in North America that these products will be free of manufacturing, design and material defects so long as the original purchaser owns the products and the products are installed on the vehicle following the KW installation instructions, on which such products were originally designed for.

Within the stated warranty period, KW shall be obligated to repair or replace a defective product at its sole discretion. The original purchaser must file a Customer Concern claim [HERE](#) for concerns regarding warranty.

### **KW Accessories: 1-year, Unlimited Mileage Warranty**

Includes only ESC modules, HLS Universal systems, bushings, bump stops, ball joints, finish and coatings.



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KW accessories in the product lines listed above that are purchased from an Authorized Dealer in North America, are warranted against defects in materials and workmanship for a period of 1 year (unlimited mileage) as long as the vehicle has been operated under normal conditions.

Within the stated warranty period, KW shall be obligated to repair or replace a defective product at its sole discretion. The original purchaser must file a Customer Concern claim [HERE](#) for concerns regarding warranty.

### **KW Clubsport & Competition suspension systems: 90 Day, Unlimited Mileage Warranty**

Includes 2 Way Clubsport, 3 Way Clubsport & all KW Competition systems.

KW product lines listed above that are purchased from an Authorized Dealer in North America, are warranted against defects in materials and workmanship for a period of 90 days (unlimited mileage) as long as the vehicle has been operated under normal conditions.

Within the stated warranty period, KW shall be obligated to repair or replace a defective product at its sole discretion. The original purchaser must file a Customer Concern claim [HERE](#) for concerns regarding warranty.

### **KW Detailed Warranty Policy**

KW (KW automotive North America, Inc., further referred to as “KW”) warrants to the original purchaser (further referred to as “Purchaser”) of KW suspension products purchased from an Authorized Dealer in North America that these products will be free of manufacturing, design and material defects so long as the original purchaser owns the products and the products are installed on the vehicle on which such products were originally designed for.

Within the stated warranty period which varies by product category, KW shall be obligated to either repair or replace a defective product at its sole discretion. This does not apply if the KW product was used in a manner other than stated in the installation instructions, installed or used improperly or contrary to KW’s instructions. Any further claims for defects by the Purchaser are excluded.



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This warranty does not cover any products sold with a “No Warranty” statement written on the invoice or sales slip.

The Purchaser must contact KW via the Customer Concern form on the website and fill in all requested information in detail. If a warranty claim is approved, the Purchaser must follow the instructions on the warranty approval. If the KW product is to be returned, whether from the Purchaser or Distributor, the Purchaser must package the KW Product safely for transportation, include a copy of the receipt as the proof of purchase, adhere the RGA number legibly and visibly to the packaging in two locations and return the product to either the KW Distributor or KW direct at their own expense, including, but limited to, shipping costs as well as costs incurred for removing and installing the KW Product on the vehicle. The cost of shipping/freight back to KW Automotive is the Purchaser’s responsibility. KW does not warranty labor costs. KW will not accept any KW Product returns without the RGA number and receipt as described above.

Payment by KW or KW’s distributor of customs, government fees, handling fees, tariffs or other import costs is excluded and is the sole responsibility of the purchaser.

KW or the KW Distributor, under any circumstances, shall not be liable for loss of time or revenues, inconvenience, loss of use of the vehicle, damage to the vehicle or components of the vehicle, any other type of consequential damages, or other incidental or indirect damages. resulting from the use, misuse or inability to use the KW Products or from defects of the KW Products. The limitation of liability does not apply to any injuries to persons, in the event of gross or willful negligence or if a material contractual obligation was violated by KW. In the event of improper use of KW Products, including installation on vehicles not recommended by KW, off-road use or any racing, all warranty claims are null and void.

This warranty does not apply to any products that have not been properly installed and does not cover products showing any of the following (except where prohibited by law):

1. Cosmetic damage such as scratches, dents or corrosion
2. Normal wear and tear (including bearings, valve shims and bushings)
3. Damage cause by improper use, accident, flooding, water, flame or other external or environmental causes
4. Damage caused by improper installation



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5. Damage caused by alteration of the KW Products without expressed written consent by KW
6. Damage caused by improper servicing at KW recommended service intervals
7. Damage caused by servicing by any party other than an authorized KW Servicer
8. Improper use under normal driving conditions.

TO THE EXTENT PERMITTED BY LAW, THIS WARRANTY AND THE REMEDIES SET FORTH ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, REMEDIES AND CONDITIONS, WHETHER ORAL, WRITTEN, STATUTORY, EXPRESS OR IMPLIED. KW DISCLAIMS ALL STATUTORY AND IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND WARRANTIES AGAINST HIDDEN OR LATENT DEFECTS, TO THE EXTENT PERMITTED BY LAW. IN SO FAR AS SUCH WARRANTIES CANNOT BE DISCLAIMED, KW LIMITS THE DURATION AND REMEDIES OF SUCH WARRANTIES TO THE DURATION OF THIS WARRANTY AND THE REMEDIES DESCRIBED IN THIS WARRANTY. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY. NO PERSON IS AUTHORIZED BY KW OR ITS AFFILIATES TO ALTER, ENLARGE OR EXTEND WARRANTIES OR TO ALTER OR AMEND DISCLAIMERS.

This warranty is personal to the Purchaser and may not be assigned or transferred in any way, even if the vehicle for which the products were originally purchased is sold. Any suit for breach of this warranty must be made within six-months after breach.

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