



Arnott Europe Warranty, Refund and Return Policy

Arnott Europe (hereinafter: “Arnott”) offers a limited lifetime warranty on Arnott Air Springs, Air Struts and Conversion Kits sold in the European Union and a limited two-year warranty on Compressors and all parts sold outside of the European Union. Arnott motorcycle air suspension products are warranted for a period of five (5) years. Arnott is so certain that you will be 100% satisfied with your product that we offer you a 30-day money back guarantee and a 90-day return policy on unused and uninstalled products. Arnott offers a limited 90 days warranty on parts used in commercial vehicles (vehicles, not being private vehicles, that are used in any trade or business). Improper use or installation is not a manufacturer's defect. The Arnott Warranty is non-transferable.

Arnott’s automotive air suspension products are warranted to be free from defects in materials or workmanship for the warranty period from the date of purchase. Within this period, Arnott will, at its sole option, repair or replace any components that fail in normal use. Such repairs or replacements will be made at no charge to the customer for parts, provided that the customer shall be responsible for any transportation and installation costs. The customer will always be charged with any labor costs related to repairs. This warranty does not apply to: (i) cosmetic damage, such as scratches, nicks and dents; (ii) normal wear and tear, unless product damage has occurred due to a defect in materials or workmanship; (iii) damage caused by accident, abuse, misuse, water, flood, fire, or other acts of nature or external causes; (iv) damage caused by improper installation; or (v) damage to a product that has been modified or altered without the written permission of Arnott (vi) damage to a product that has been installed in a suspension system that has been modified from the original manufacturer’s specifications.

Repairs have a 90 day warranty. If the unit sent in is still under its original warranty, then the new warranty is 90 days or to the end of the original warranty, depending upon which is longer.

The warranties and remedies contained herein are exclusive and in lieu of all other warranties express, implied, or statutory, including any liability arising under any warranty of merchantability or fitness for a particular purpose, statutory or otherwise. This warranty gives you specific legal rights, which may vary by state or country.

In no event shall Arnott be liable for any incidental, special, indirect, or consequential damages, whether resulting from the use, misuse, or inability to use this product or from defects in the product. Some jurisdictions do not allow the exclusion of incidental or consequential damages, so the above limitations may not apply to you.

Arnott retains the exclusive right to repair or replace (with a new or newly remanufactured replacement product) the product or offer a full refund of the purchase price at its sole discretion. Such remedy shall be your sole and exclusive remedy for any breach of warranty.

To obtain warranty replacement, contact the vendor you purchased your Arnott product from. If purchased directly from Arnott please call Arnott Technical Support during normal business hours for shipping instructions and an RMA tracking number. Securely pack the product and a copy of the original sales receipt, which is required as the proof of purchase for warranty repairs. Write the tracking number clearly on the outside of the package. Send the product, freight charges prepaid, to Arnott at the address provided by Customer Support.

Online and Auction Purchases: Products purchased through online part stores and auctions (this does not apply to purchases made directly from Arnott or an official Arnott distributor or dealer)) are eligible for that vendor’s warranty coverage only and you must deal with that vendor for any and all warranty or return issues. Arnott requires an original or copy of the Arnott sales receipt. Online auction confirmations are not accepted for warranty verification. In most cases your vendor will work with Arnott to get an RMA number and arrange for shipping of your part to Arnott. Arnott will not replace missing components from any package purchased through an online or auction site other than directly from Arnott or an official Arnott distributor or dealer).

Effective Date: January 1, 2015