



SDi E-CLIK Suspension Warranty Terms & Conditions

At Suspension Direct, Inc. (SDi) we guarantee, to the original purchaser with physical proof of purchase, all items manufactured by SDi in respect to the SDi E-CLIK Suspension systems, are free from defects in workmanship and materials for twelve (12) months/unlimited miles from delivery date of receipt. Any alteration or improper use will void this warranty. Further, we disclaim any liability for action resulting from failure or parts durability.

Except as noted below, SDi E-CLIK Suspension products sold wholesale to an automotive service facility and installed by a professional technician are warrantied against defects in workmanship or materials for 12 months/unlimited miles for parts.

SDi E-CLIK Suspension products sold over-the-counter for vehicle owner or do-it-yourself installation are warrantied against defects in workmanship or materials for 12 months/unlimited miles for parts exchange only.

This warranty is conditioned on the SDi E-CLIK suspension product being operated under normal/ordinary use conditions and properly maintained as specified by SDi in the user manual. This warranty is only applicable to SDi E-CLIK suspension product purchased new from an authorized SDi source and is made only to the original retail owner and is not transferable to subsequent owners. SDi does not warranty any products for use non-confirming with the intended apparent use, and for the improper installation or manipulation of the products. The warranty is wholly waived if user changes, alters, manipulates, or damages the products from normal/ordinary use in any way.

SDi agrees to repair free of charge any whole or partial SDi E-CLIK suspension products which prove defective or which operate unsatisfactorily prior to installation of the products by user. This warranty does not apply to normal effects of corrosion or wear and tear or anodizing fade. SDi limit of liability under this warranty is to repair or replace the product at SDi's option. SDi's liability under this warranty shall be limited to the cost for repair, replacement or an upgrade of the product (at SDi's sole discretion). Consequential costs such as, but not limited to labor fees, loss of use, loss of revenue, loss of time, towing fees or freight charges are not covered. Any product that has been abused, neglected, altered, incorrectly installed, modified or used in competition is not covered.

*ALL Warranty shipments are limited to the U.S. 48 contiguous states. Customer is responsible for shipping to and from SDi for warranty repairs outside of the U.S. 48 contiguous states.

NOTICE: THERE ARE NO EXCEPTIONS. CUSTOMER IS RESPONSIBLE FOR ALL WARRANTY SHIPMENTS OUTSIDE OF THE U.S. 48 CONTIGUOUS STATES.

The warranty is in effect as long as the original purchaser owns the merchandise. Should it be determined by SDi in its sole and final discretion, that a SDi E-CLIK suspension product is covered by this warranty, it will be repaired or replaced, by a comparable model, at SDi sole option, which will be conclusive and binding. Because all parts which we sell are intended for use in heavy duty applications, it is not possible to warranty or guarantee the performance under all circumstances.

This warranty and SDi shall not be liable for any agreements or representations made by dealers or resellers of SDi products beyond what is stated here.





Warranty Procedure

Contact your SDi dealer or SDi directly about the problem prior to removing any part from the vehicle. You will need to provide the serial number of the suspension product to your authorized SDi dealer or customer service representative when making the warranty claim. If it appears that the part is warrantable, you will be given a Return Authorization (RA) Number and asked to return the part to SDi, freight prepaid. If the part is found to be warrantable, it will be repaired or replaced and returned to you.

Written return authorization must be furnished by SDi in advance of any warranty return. All return items will be inspected for warranty eligibility. We will not replace, repair or refund the product based on your findings. SDi will not be responsible or liable for inconvenience, labor, legal fees or any other costs incurred while the item is being inspected or replaced.

THIS IS THE ONLY WARRANTY MADE BY SDi ON ITS E-CLIK SUSPENSION PRODUCTS AND COMPONENTS, AND THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION HEREIN. ANY WARRANTIES THAT MAY OTHERWISE BE IMPLIED BY LAW INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE EXCLUDED.

