

What Does This Warranty Cover?

American Sulastic, Corp. ("Sulastic") warrants, to the original purchaser (the "Purchaser") only of any Sulastic products during the warranty period. Sulastic only warrants the Products purchased from authorized Sulastic resellers.

What Does This Warranty Not Cover?

The warranty does not cover any Sulastic product(s) that were damaged under the following circumstances:

1. Were installed in vehicles with higher load range than the one established in the vehicle's specification.
2. Misuse, abuse, neglect, alteration, repair or any and all modifications and/or alterations made to the Sulastic product.
3. Negligent use of the product. Were used under abnormal working conditions.
4. The device is welded, burned, or heated beyond product specifications
5. It was not installed in accordance with the instructions.
6. Use of replacement parts not supplied by Sulastic
7. Accident, fire, flood or other Acts of God.

What Is the Period of Coverage?

All Sulastic shackle components are covered for **three** years from the date of purchase.

What Will We Do?

In case that some rubber or steel part breaks or damages we will replace the Sulastic product at no cost to the purchaser, **within the warranty period.**

What Won't We Do ?

We will not be liable for any incidental or consequential damages, including the cost of installation, reinstallation or personal injury. Some states do not allow limitations on how long a warranty lasts or the exclusion or limitation on incidental or consequential damages. So the above exclusions or limitations may not apply to you.

How to Apply the Warranty?

Only within the **thirty (30) days** of purchase you can return the product to the place of purchase for a refund (shipping charges will not be refunded), or exchange. **After thirty (30) days**, but before the end of the **three (3) year** warranty period, you may return the product with all parts and accessories using the original packaging or the equivalent and you must assume the risk of damage or loss during shipment.

If returning the Product to Sulastic, you must obtain a **Return Authorization Number** provided by,

Customer Service Department
Sulastic Rubber Springs
(210) 492 4469
or
info@sulastic.com

To provide a **Return Authorization number** Sulastic will require the Sulastic's order number or a copy of the original dated bill of sale, receipt or invoice.

In all warranties, the product will be sent at no cost within the **U.S.** The shipping costs **are not** covered for **International Customers.**

We recommend that you retain your original packing material and the original shackle in the event you need to return the product. When sending your product include your name, address, phone number, proof of date of purchase, and a brief description of the problem.

What Must You Do to Keep The Warranty in Effect?

- 1.- Install and use the device according to instructions.
2. - Keep proof of the date of purchase.

How Does State Law Relate to This Warranty?

This warranty gives you specific legal rights and you may also have other rights that may vary from state to state. This warranty is the only one Sulastic gives for the product, and it sets forth all our responsibilities regarding our product. There are no warranties which extend beyond the description set forth above.