

BAK Industries Warranty Claims Information

Warranty Support for BAK Products

BAK Industries has been a leading innovator in truck bed accessories for over 25 years, manufacturing quality products, made in the USA. If you are experiencing a problem with a BAK Industries product our customer service department is standing by to get you covered.

How to file a claim:

- 1. Please E-mail your warranty claim request to warranty@bakindustries.com complete with all information noted below
- 2. Include your Contact name, address and day time phone number
- 3. Describe the BAK Industries Product you purchased (Include the year, make, model of truck)
- 4. Describe the Problem in one simple paragraph, when possible
- 5. Attach Images illustrating the problem.
- 6. Attach Proof of Purchase (copy of your original sales receipt)

Failure to provide any of the above requested information may delay processing of your claim. Please allow up to 48 hours for your claim to be reviewed.

You may call 818-365-9000 to speak with a BAK customer service representative however you may still be asked to submit your formal request by e-mail for our warranty administrator to review the claim formally.

File A Claim Now

Please click on the following link to start your warranty claim now [click here](#).

Warranty Statement

BAK warrants our product to be structurally free from defects in material and workmanship for the length of its warranty from the retail date of purchase. Proof of purchase is required and warranty is nontransferable and is valid to the original purchaser only. BAK reserves the right to determine whether a product needs to be repaired or replaced. No labor or service allowance is given or implied. The warranty will be void if the product has been damaged by accident, unreasonable use, neglect, improper service/installation/removal, modifications, acts of God, or normal wear and tear or other causes not arising out of defective materials or workmanship. BAK assumes no liability for injury, loss, incidental or consequential damages. BAK reserves the right to substitute an entire replacement system or provide other remedies than those listed in

this warranty for discontinued products or other reasons. Shipping charges may apply for any repair or replacement.

BAK is committed to providing you with our best service at all times. Please feel free to contact us should you require assistance with your BAK product.

Warranty Length by Product

<u>Revolver X2:</u>	3 Years
<u>BAKFlip VP:</u>	1 Years
<u>BAKFlip G2:</u>	1 Years
<u>BAKFlip HD:</u>	2 Years
<u>BAKFlip Fibermax:</u>	2 Years
<u>BAKFlip F1:</u>	3 Years
<u>BAKFlip CS:</u>	2 Years
<u>BAKFlip CS/F1:</u>	3 Years
<u>RollBAK:</u>	2 Years
<u>BAKBox 2:</u>	1 Years

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.