

AWE Warranty Information

The Basics

AWE wants you happy - let's work together to get any issues resolved! Please note these key points before proceeding with any claim:

- Start at the original place of purchase. 100% of claims start with the original place of purchase, and all refunds, if granted, are through the original place of purchase. Call them first. Need their contact information? Try the AWE dealer map.
- If you remove, we cannot approve. If a product issue is discovered after installation, do not remove the product before receiving confirmation of a return approval from the original place of purchase. On-car information can often lead to diagnosis and action plans; AWE requires a chance to address in this manner. Post-install products removed prior to return authorization will be denied any warranty claim.
- Any alterations or attempts to fix will void the warranty. This includes welding, bending, or any ad-hoc methods that alter the product in any way.
- All warranties are for the original owner only. Second owners can purchase replacement components at a discount, directly from AWE or from participating dealers.
- If you are a dealer or bought through AWE directly, fill out the form here.
- Orders or parts of orders canceled more than seven (7) calendar days after placement will be assessed a 20% raw-materials allocation fee. AWE recommends that dealers request down payments from consumers given the handcrafted nature of many AWE products.

Issuing of refunds

All approved refunds will be handled by the original place of purchase, no exceptions. Since payments were made to the original place of purchase, any refunds must come from the same place. Please note that approved returns must be received at AWE HQ within thirty (30) days of approval of return to receive credit.

Discontinued products

In the event that a warranty claim is approved by AWE on a product that has been discontinued, AWE will repair the product if it is deemed repairable. At AWE's sole discretion and if applicable, a substitution of a comparable product may be granted should a repair not be deemed possible.

Warranty against manufacturer defects by product class

Manufacturer defect is defined as any characteristic of the product which hinders its usability for the purpose for which it was designed and manufactured. The warranty against manufacturer defects doesn't cover any cosmetic changes, or normal use wear and tear. All warranties cease at a product's discontinuance. Here's a quick summary of our products and how long each is covered for manufacturer defects:

Covered

All AWE brand products. Please note that special order items are not returnable. **Used, pre-owned, special order or prototype products for sale have no warranty unless explicitly stated in page content**

Period

All durations start at the time of purchase (we'll ask for a proof of purchase date):

- AWE brand exhausts: Tubing, welding, flex areas: Lifetime
- Valves on exhausts: Three-years on mechanical components, one year on valve motors
- Electronics / Electronic Components found on any product: One year*
- Catalysts: One Year
- Tip finish defects (please follow washing instructions prior to contacting support): One year (see Tip Finish below)
- Intakes (all components): One year
- Filters: One year
- Intercoolers: One year
- Other: Foilers, accessories, tools, valances, drive train stabilizers, suspension components: One year
- Turbo kits/turbochargers: Not covered under warranties, special order item.

*AWE SwitchPath Control Boxes purchased before March 1, 2018 are afforded a two (2) year warranty, with proof of purchase.

Condition of system

In the event of a return, a product must be returned with no signs of abuse, incorrect installation, forced installation, motorsports usage, or product altering whatsoever. Any trace of the aforementioned will result in warranty denial.

Action

Upon verification of warranty coverage, AWE will, at its sole option, repair, replace, consult toward remedy or issue a refund for the defective product.

Labor

Labor for original installation, removal, and subsequent installation/inspection not covered.

Shipping

If claim is determined by AWE at its sole discretion to be a manufacturer defect, AWE will cover two-way shipping to AWE either from consumer or dealer and back to either consumer or dealer. AWE may also request a "Destroy in Field" of any defective parts.

Restocking

No restocking fee for Manufacturer Defect.

Exclusions

In all cases, AWE must be afforded the opportunity to remedy the situation before removal of the product from the vehicle. Installations deemed errant AWE will result in denied claims. Any evidence of off-road abuse or use of the product in motorsports or racing conditions is grounds for warranty denial. Warranties will be voided if the product is improperly serviced, modified, or used in a way not intended by the Manufacturer. The Consumer is responsible for ensuring that the product is installed in a safe and proper manner, and should cease use of the product immediately if an unsafe or improper condition is noted. If an unsafe or improper condition is noted, the Consumer should then immediately contact the facility where the product was purchased.

Tip Finish

AWE's One Year Tip Finish Warranty covers defects on AWE tips for a period of one year from purchase date. Exclusions to the AWE One Year Tip Finish Warranty: (1) Pinhole sized pitting on the inside of tips, which is considered normal wear and tear, and (2) Blemishes or marring of appearance due to weather, road hazards, lack of maintenance (defined in next sentence) or extremes of heat or cold. Thorough periodic cleaning of AWE tips is required as general maintenance, and must be done prior to submitting a warranty claim on tips, as returned tips found to have been dirty (and not defective) will have forfeited any core charges.

30 Day satisfaction guaranteed on AWE brand products (not applicable to certain products, see exclusions below)

For most AWE brand products, consumers have the opportunity to return a product within 30 days of retail purchase for dissatisfaction for any reason unless otherwise stated with marketing content or below for product. Do not remove the product prior to receiving approval of action by AWE or Dealer.

Covered

Original owner only.

Period

Thirty (30) days from close-of-business on date of purchase (with proof of purchase date) to submission of AWE support form. Submission for guarantee is not a guarantee of approval for return.

Condition of System

In the event of a return, system must be returned in good condition, with no signs of abuse, incorrect installation, forced installation, motorsports usage, or product altering whatsoever. Any refunds will be granted after inspection.

Action

AWE may first attempt to either repair, replace or consult toward remedy. Should remedy not be reached within 30 days of purchase, AWE may opt to offer a store credit or refund for product.

Labor

Not covered.

Shipping

Customer pays shipping. Once return and/or refund is approved, instructions on return will be provided.

Restocking fee

There is a 20% of purchase price fee for any approved 30-day satisfaction claims.

Exclusions

Track Edition and Track Extreme products, straight pipes, non-resonated downpipes, test pipes, special order products, any products where noted in marketing content.

No CEL Guarantee

The AWE No CEL (Check Engine Light) Guarantee is noted on certain AWE products, and offers peace of mind against the appearance of Check Engine Lights when products are installed properly and used as intended, on vehicles with no additional modifications, with the exception of other AWE products intended to work with the product in question.

Covered

Original owner.

Period

One year from date of new product purchase (proof of purchase required).

Action

Repair, replace or consult toward resolution at AWE's discretion.

Labor

Not covered.

Shipping

Customer is responsible for all shipping costs. If AWE deems the item to be defective and the item is either repaired or replaced by AWE, shipping within the US is covered by AWE.

Restocking fee

There is no restocking fee.

Exclusions

Only applicable to products where it is clearly stated as such on www.AWE-Tuning.com.

Fitment Guarantee

All AWE brand products have a fitment guarantee. This is our pledge to have made products that perfectly fit, for easy installation by a qualified installer.

Covered

Original owner.

Period

30 days from purchase date, with proof of purchase.

Action

Consultation toward resolving installation issues. Should AWE deem that installation issue is due solely to a manufacturing defect, AWE will issue a replacement product or portion of product, free of charge.

Labor

Labor is not covered.

Shipping

If claim is determined by AWE at its sole discretion to be a manufacturer defect, AWE will cover two-way shipping to AWE either from consumer or dealer, and back to either consumer or dealer. AWE may also request a "Destroy in Field" of any defective parts.

Restocking

No restock fee for Manufacturer Defect.

Exclusions

No exclusions.

Applicable to all warranties

EXCEPT AS EXPRESSLY SET FORTH WITHIN, AWE MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO ANY MATTER WHATSOEVER INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT SHALL AWE BE LIABLE FOR ANY SPECIAL, INCIDENTAL, INDIRECT OR CONSEQUENTIAL DAMAGES HOWEVER CAUSED, ON ANY THEORY OF LIABILITY, AND WHETHER OR NOT AWE HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. The warranties listed herein are the only remedy the Consumer or Dealer has for any loss or damage, however arising, due to nonconformity in or defect of the product. This warranty does not cover consequential damage, loss of time or revenues, labor, inconvenience, loss of use of vehicle (including rental vehicle fees), shipping, damage to the vehicle or components, or other incidental or indirect damage. AWE's sole liability on any claim of any kind, whether in contract, tort, or otherwise, for any loss or damage arising out of, connected with, or resulting from the manufacture, sale, delivery or use of the products sold hereunder shall in no case exceed the amount actually paid to AWE for the applicable product. These limitations shall apply notwithstanding any failure of essential purpose of any limited remedy.