

Pedders Warranty

Pedders USA warrants its full range of suspension parts against defects in workmanship, materials and/or malfunction for 24 Months or 24,000 miles from the time of purchase. Product must be purchased directly from Pedders, an Authorized Dealer, or Authorized Distributor. These Warranties only apply to the original purchaser who retains ownership of the vehicle on which the product(s) were originally installed (the "Purchaser"). If a Pedders part malfunctions during the 24 month or 24,000 mile warranty period and Pedders USA determines the part in question to be defective, Pedders will either replace it or repair it at our discretion. Some exceptions apply.

Products not purchased through an Authorized Dealer/Distributors are not covered by our warranty.

Warranty Claim/Return Process

The Purchaser should contact the Pedders USA, the Authorized dealer, or Authorized distributor from which the product(s) were originally purchased. If purchased directly from Pedders USA, Pedders USA will issue an RMA number. Otherwise, the dealer or distributor will then contact Pedders USA to obtain the Warranty Claim Form and Return Material Authorization (RMA) number, needed to return the product(s) to Pedders USA. Any and all returns must be accompanied by the following:

1. A valid RMA number
2. The original sales receipt verifying the purchase of the product(s)
3. Completed Pedders Suspension Warranty Claim Form

Pedders USA will not accept any product returns without the above documentation. Any C.O.D. or shipments requiring collection will be refused.

Once a return is received at the Pedders USA warehouse, a Pedders representative will evaluate the returned product(s), verify validity of the sales receipt and investigate the Warranty Claim Form statement.

The Purchaser will be responsible for delivery of the product(s) being returned to the Pedders USA dealer/distributor, which is to include any shipping costs. All costs which may be incurred for removal and/or re-installation of the product(s) on a vehicle, will be assumed by the Purchaser, as Pedders USA does not cover any type of labor costs associated with a Warranty Claim.