Gorilla Axle

Gorilla Axle & Suspension Lift Warranty/Return Authorization Form
and Product Use Information

READ BEFORE OPERATING!!!

Failure to abide by any of the following recommendations or procedures can and will void your warranty.

Gorilla Suspension Lift Warranty Information:

Generally a Gorilla Lift installed on an ATV/RUV will be make the vehicle taller than most other ATV/RUV's, possibly causing it to roll over easier. To offset this factor it is strongly recommended that you operate Gorilla Lift kits with wider tires. This will give the vehicle much more stability and traction from rollover. Many ATV Riders have the stock tires and wheels for their ATV for non-season use; always use a tire and wheel combination that will ensure ATV/RUV stability.

We strongly recommend wearing a helmet while operating any ATV or RUV. Avoid situations where a side rollover may occur such as, steep hills, river banks, creek crossings or any uneven terrain.

Braking & steering performance and capabilities are decreased when significantly larger / heavier tires and wheels are used. Take this into consideration while driving. Your Gorilla Lifted ATV/RUV may need a larger turning radius. Allow for this when trail riding and be aware of riders behind you as to not cut them off. Also, taller and more aggressive tires will cause most vehicles' speedometers to read slower.

Do not add, modify, or fabricate any factory or aftermarket parts to increase ATV height over the intended height of the Gorilla Lift purchased. Combining any lift component from other manufactures components is not recommended and will void your warranty.

A qualified professional ATV Technician must install all Gorilla Axle products to insure Warranty and Safety.

Gorilla Axle Inc. makes no claims regarding lifting devices and excludes any and all implied claims. Gorilla Axle Inc. will not be responsible nor will warranty for any altered product, improper installation, or improper use of our products.

Gorilla Axle products are warranted to be free from material and workmanship defects for one year as the original purchaser owns the vehicle that the Gorilla product was originally installed on (proof of purchase is required). This warranty is non-transferable. Gorilla Axle's limit of liability under this warranty is to repair or replace the product at Gorilla Axle's option. Consequential costs such as, but not limited to labor fees, loss of use, loss of time or freight charges are not covered. Product paint or color finish is excluded from this warranty. Items that are subject to wear are not considered defective when worn and are not covered. Any product that has been abused, altered, incorrectly installed or used in competition is not covered. The Warranty is void if the "Warning to Driver" decal is not properly displayed on the vehicle. No other warranties are expressed or implied. Gorilla Axle reserves the right to make changes in design, materials and specifications without prior notice.

Refurbished Gorilla Axles:

Initials of Customer _____

Warranty is stated below for Refurbished Gorilla Axles. Refurbished Axles are assembled and tested to be working before they are shipped out. Refurbs can be repaired if necessary, for a minimal charge after the warranty has expired. They cannot be returned for cosmetic blemishes.

LIMITED WARRANTY

GORILLA AXLE warrants to the ORIGINAL buyer of any axle that it is free from any defects in workmanship and material for 30 days, subject to the following conditions: a) The product is properly installed, used and maintained. b) Determination as to the existence and nature of any defect in workmanship or product shall be made by GORILLA AXLE, and all such determination shall be final. c) If the unit has been disassembled or modified in any way by any other party other than GORILLA AXLE, the warranty shall be considered null and void. Excessive damage to components due to torn boots is not covered. Inspection of boots should be part of regular ATV maintenance. d) Purchaser must have original invoice number and date. e) GORILLA AXLE is not liable for any incidental or consequential damages. Also not covered are the labor and materials that may be necessary to remove a defective unit or to install a replacement unit.

Shipping to and from Gorilla Axle is the responsibility of the consumer.
THIS WARRANTY CANNOT BE TRANSFERRED AND IS ONLY VALID FOR THE ORIGINAL RETAIL PURCHASER. If all of the above terms are met GORILLA AXLE will replace the defective parts.

AXLES CANNOT BE RETURNED FOR COSMETIC BLEMISHES

ALL RETURNS FOR WARRANTY MUST BE PRE-APPROVED

FREIGHT CHARGES FOR RETURNED PRODUCTS ARE NOT REFUNDABLE.

ABSOLUTELY NO RETURNS ON USED AXLES.

All returns for warranty must be pre-approved. Returns must be sent freight-prepaid, and insured by the sender. Original shipping and handling charges for returns are non-refundable. For orders outside the United States, any fees associated with customs or duties are non-refundable. All authorized returns must be accompanied by a photocopy of the customer's sales invoice, a written explanation of the problem, and a contact telephone where you can be reached. Items returned freight-collect or unauthorized will be refused. Customers must be aware that they will be subject to inbound and outbound freight to handle and / or process their warranty claim. It is the sole responsibility of the customer and/or the installer to verify that the parts purchased are the correct parts for your application PRIOR to installation. We assume no liability for costs or inconvenience incurred as a result of incorrect parts. If the installer/user damages these parts in an attempt to install them, we will access an appropriate fee determined by the extent of the incurred damage.

Refused Shipments/ Order Cancellation:

Refused shipments are subject to a 25% restocking fee plus return freight. If a customer wishes to cancel an order (provided it is not a special order product), it is the responsibility of the customer to cancel the order prior to the product being shipped. If a customer cancels an order after product has been shipped, the refused shipment, cancellation, or return will be subject to a 25% restocking fee and any freight charges incurred. For orders outside the United States, any fees associated with customs or duties are non-refundable.

Damaged Shipments:

Initials of Customer _____

All claims for damaged shipments must be made within 72 hours of delivery to the point of destination. Any damage to package should be noted with carrier at the time of delivery if possible. We will not be responsible for damage claims made over 72 hours after delivery to the point of destination.

Gorilla Axle Warranty: (applies to all other Gorilla Axle products)

All products sold by Gorilla Axle Inc. as OEM Equivalent (New Outer Joints, Neoprene Boots and Rebuild Kits) carry the same warranty as the parts you would purchase from your OEM dealer--NO WARRANTY. Our GORILLA AXLE warranty is stated below for heavy duty and conversion axles. Gorilla Duty Axles can be repaired if necessary, for a minimal charge after the warranty has expired.

LIMITED WARRANTY

GORILLA AXLE warrants to the ORIGINAL buyer of any axle that it is free from any defects in workmanship and material for one year, subject to the following conditions: a) The product is properly installed, used and maintained. b) Determination as to the existence and nature of any defect in workmanship or product shall be made by GORILLA AXLE, and all such determination shall be final. c) If the unit has been disassembled or modified in any way by any other party other than GORILLA AXLE, the warranty shall be considered null and void. Our warranty covers only parts REPLACED by GORILLA AXLE. Any OEM housing or axle bar is not covered under the warranty. If by chance an OEM part of the axle fails we will try to replace this part for you at cost. Also not covered under the warranty is repair or replacement following collision. Excessive damage to components due to torn boots is not covered. Inspection of boots should be part of regular ATV maintenance. d) Purchaser must have original invoice number and date. e) GORILLA AXLE is not liable for any incidental or consequential damages. Also not covered are the labor and materials that may be necessary to remove a defective unit or to install a replacement unit.

Shipping to and from Gorilla Axle is the responsibility of the consumer.

THIS WARRANTY CANNOT BE TRANSFERRED AND IS ONLY VALID FOR THE ORIGINAL RETAIL PURCHASER. If all of the above terms are met GORILLA AXLE will replace the defective parts.

RETURN AUTHORIZATION (RA) AND RETURN INFORMATION

ALL RETURNS FOR WARRANTY MUST BE PRE-APPROVED, WITH AN RA NUMBER DISPLAYED ON THE BOX.

YOU MUST HAVE A COPY OF THE ORIGINAL RECEIPT FROM GORILLA AXLE FOR WARRANTY CLAIMS, NO EXCEPTIONS!

FREIGHT CHARGES FOR RETURNED PRODUCTS ARE NOT REFUNDABLE.

ABSOLUTELY NO RETURNS ON ANY CUSTOM AXLE / NON-STOCKING ITEMS

All returns for warranty must be pre-approved, with an RA number clearly displayed on the box. The return must be received by Gorilla Axle Inc., within 15 calendar days from the day the RA number is issued, otherwise the return will be refused. The RA number does not imply a replacement or refund on any product, but only that we will inspect the merchandise you purchased based on the claims you have made. Returns must be sent freight-prepaid, and insured by the sender. Original shipping and handling charges for returns are non-refundable. For orders outside the United States, any fees associated with customs or duties are non-refundable. All authorized returns must be accompanied by a photocopy of the customer's sales invoice, a written explanation of the problem, and a contact telephone where you can be reached. Items returned freight-collect or unauthorized will be refused. Customers must be aware that they will be subject to

Initials of Customer _____

inbound and outbound freight to handle and / or process their warranty claim. We accept returns on new, un-installed, undamaged items in original packaging (all parts and paperwork must be included) within 14 days from the delivery date to the consumer. During this time period, a return authorization must be initiated by the consumer. After this time period, no return authorizations will be given. A returned authorization (RA) number must be issued before any returns can be made. Any return without an RA number will be refused or automatically assessed a 25% restocking fee less freight charges. It is the sole responsibility of the customer and/or the installer to verify that the parts purchased are the correct parts for your application PRIOR to installation. We assume no liability for costs or inconvenience incurred as a result of incorrect parts. If the installer/user damages these parts in an attempt to install them, we will access an appropriate fee determined by the extent of the incurred damage. We reserve the right to charge up to a 25% restocking fee for ANY and ALL returned items, regardless of reason, including but not limited to manufacturing defects.

Refused Shipments/ Order Cancellation:

Refused shipments are subject to a 25% restocking fee plus return freight. If a customer wishes to cancel an order (provided it is not a special order product), it is the responsibility of the customer to cancel the order prior to the product being shipped. If a customer cancels an order after product has been shipped, the refused shipment, cancellation, or return will be subject to a 25% restocking fee and any freight charges incurred. For orders outside the United States, any fees associated with customs or duties are non-refundable.

Damaged Shipments:

All claims for damaged shipments must be made within 72 hours of delivery to the point of destination. Any damage to package should be noted with carrier at the time of delivery if possible. We will not be responsible for damage claims made over 72 hours after delivery to the point of destination.

If you have a warranty claim, contact the Warranty Department at 318-345-8186. If you have already contacted the Gorilla Axle Warranty Department, please fill out the information below in its entirety, initial each page of this document, and return to Gorilla Axle with your product for warranty.

Name: _____

Product Being Returned (Gorilla Part Number): _____

Reason for Return: _____

Contact Phone Number: _____

Alternate Phone Number: _____

Address: _____

Original Sale Number: _____

Initials of Customer _____