

# GAFF Warranty Policy

## GENERAL WARRANTY CONDITIONS

The warranty is exclusive for the owner (being taken as such the individual or legal entity present in the invoice).

Gaff International, S.A. de C.V. warranty is limited to the replacement of the original defective part or component and/or the repair of this defect. It is always understood that such defects have not been produced by improper use, incorrect maintenance, normal or natural wear and tear, etc... In no case shall it extend to consequential damages. This does not include transport, packaging or other expenses of the same nature.

On the components assembled and not manufactured by Gaff International, S.A de C, V, these will have the guarantee and conditions offered by the manufacturer of the same. Prior to the replacement or repair of such part, the manufacturer's authorization must be obtained.

## COVERAGE

- The manufacturing warranty is valid for 1 year.
- The warranty period starts after the invoice date.
- This warranty only covers manufacturing defects.
- Gaff International, S.A de C.V. may modify the terms of the warranty without prior notice.
- Products such as suspension bushings, brackets and tensioners that are improperly installed are not considered defective products.

It does not apply in case of economic loss of time, impossibility of use or expenses due to inadequate repair or damage caused to the suspension by components or agents external to Gaff International.

The warranty is void if the condition of the product indicates overloading or misapplication.

## TO MAKE THE WARRANTY VALID

To make your warranty valid, the user must send descriptive photographs of the manufacturing defect for analysis to our email [atencionclientes@gaff.com.mx](mailto:atencionclientes@gaff.com.mx). If required, you can call our telephone number 800 975 7400.

In any of the cases you must have at hand the proof of payment and invoice number.

The customer will receive a response from technical assistance within a maximum period of 10 working days after the date of notification. The reception of the defective material will not be made without prior acceptance of the technical assistance department.

## WARRANTY EXCLUSIONS

- The warranty will be void in the event that any GAFF component presents modifications in its original manufacturing characteristics.
- Exposure to corrosive agents, improper installation of GAFF components, blows that affect the surface and components that are not part of the suspension.
- Incorrect application of torque on components such as suspension bushings and brackets will void the warranty.
- The warranty is void if the condition of the product indicates overloading or misapplication.
- The warranty is void if the conditions to which the Gaff parts are exposed are different from those contemplated at manufacture.

## REPAIRS

In case the claim presents defects in the manufacture of the suspension, the workshop will make the necessary repairs at no cost.

In the event that the suspension shows non-manufacturing damage, repairs can be made at a convenient cost to the customer.

## RECOMMENDATIONS FOR USE AND MAINTENANCE

- Perform a general overhaul of all suspension components every 6 months to optimize their performance and durability.
- Do not make modifications that affect its original shape, these actions reduce its resistance.

Note: In the event that changes and maintenance are required, we recommend that they be carried out by specialized professionals.

- In case of having a suspension that is exposed to conditions such as loads that exceed the suspension limit or off-road driving, it is highly recommended to perform preventive maintenance at least every 3 months.