

Expedition One, LLC Terms and Conditions

Limited Lifetime Warranty

Expedition One offers a limited lifetime warranty on bumpers, rocker guards, and steel products. to the original purchaser. Expedition One products are warrantied to be free from material and workmanship defects for as long as the original purchaser owns the vehicle the Expedition One product was originally installed on and **must provide proof of purchase**. This warranty is non-transferable. Expedition One is not responsible for any incidental or consequential damages such as, labor fees, loss of use, loss of time and freight associated with the failure of any products. Any product that has been abused, altered, incorrectly installed or used in competition and/or races is not covered. All components must be used in their proper places and proof of this is required for warranty claims. Any substitutions of other manufacturers components or exemptions of required components will immediately void the warranty.

Limited Warranty

The powder coat finish is a service offered by Expedition One and is warrantied to be free from major defect for a period of 30 days from date of purchase. Defects in powder coat/paint are warrantied for 30 days from the date of purchase **for defects in workmanship only**. Expedition One requires a reasonable amount of time to remedy or repair the product. Expedition One components may have minor finish damage to powder coated or plated surfaces which may occur during shipping and is not covered under warranty. Damage to items as a result of the shipping process is eligible for a claim with the shipping company.

Geri fuel and water containers, washer fluid kits, and and all aluminum products are warrantied for a period of one year. **Proof of purchase is required**. This warranty is non-transferable. Expedition One is not responsible for any incidental or consequential damages such as, labor fees, loss of use, loss of time and freight associated with the failure of any products. Any product that has been abused, altered, incorrectly installed or used in competition and/or races is not covered. All components must be used in their proper places and proof of this is required for warranty claims. Any substitutions of other manufacturers components or exemptions of required components will immediately void the warranty.

This warranty does not apply to products or components which have been exposed to the natural elements, that have not been maintained properly or have been unnecessarily exposed causing excess rust, or subjected to accident, alteration, modification, improper installation, tampering, negligence, misuse, or products installed on a vehicle used in sanctioned racing events. A race being defined as any competition between two or more vehicles, or against the clock, whether or not a sanctioned or non-sanctioned event. Expedition One does not warranty any product not manufactured by Expedition One. Expedition One products are not covered under warranty outside the United States of America.

All orders received from Expedition One must be inspected and verified upon arrival. All **claims must be reported within 10 business days** of defect occurrence to the original dealer of purchase. **Claims regarding items or products damaged or lost in shipping must be reported immediately. Recipients should check products upon arrival before signing with the shipping company.** It is highly recommended that you refuse signature on damaged items and contact the shipping company and Expedition One immediately to report the damaged items. For identified damage, it is **required that you submit digital photos** of original packaging and damage incurred during shipping to Expedition One at :

info@expeditionone.biz. in order for us to process your claim with the shipping company. Any claims made under this warranty must be accompanied by the original damaged product, and written description of the damage and how it happened, and a copy of the original invoice at the time of purchase. The customer is responsible for all shipping charges in warranty claims. Defects in powder coat/paint are warranted for 30 days from the date of purchase **for defects in workmanship only**. Expedition One requires a reasonable amount of time to remedy or repair the product .

Custom ordered, limited, or special-run items for individual groups or companies are not returnable items. Warranty claims on custom items must be filed within 90 days of original purchase and are subject to the limited and lifetime warranty policies as previously outlined.

Terms and Conditions of Sale

At Expedition One we require payment at time of order. Custom and special order items and production requests that may require longer assembly time require a 30% non-refundable deposit at time of order and balance due prior to shipping. Standard, non-custom orders may be canceled within 72 hours prior to shipping, but may be subject to a 2% cancellation /re-stocking fees as determined by Expedition One.

Authorized Returns

In order to file a claim on a damaged product you must ship the product to Expedition One for repair/return. We require the original purchaser **first submit digital photos prior to any authorization of return and must receive a Return Merchandise Authorization (RMA) form prior to shipping any return items to Expedition One**. Any product that has been manufactured incorrectly or is of a defective nature will be repaired or replaced at the discretion of Expedition One. **Expedition One covers the cost of the part only**. Shipping, vehicle down time, etc. is the purchaser's responsibility. This warranty **does not cover the removal or re-installation of the product**. Expedition One will, at its option, repair, replace or refund the purchase price of a defective product or component, provided you return the defective product or component during the warranty period. Expedition One warranty excludes the following Expedition One items: bushings, bearings, bump stops, joints, and hardware. These parts are subject to wear and are not considered defective when worn.

Expedition One shall not be liable for any loss, damage or injury, whether ordinary, direct, special, incidental or consequential damages, arising from the manufacture, sale, installation, resale, delivery, possession, handling or use of its products. Expedition One is not responsible for typographical errors in pricing or in content. Warranties, policies and prices are subject to change without notice. Use of your vehicle in off-road conditions may significantly increase wear to critical components of your vehicle, which will require and increase inspection protocol and maintenance schedule. Failure to properly inspect and repair your vehicle may lead to failure of components, which may lead to catastrophic failure. Users should be aware that installation of Expedition One products may change the way your vehicle handles. We strongly encourage that vehicle occupants wear seat belts at all times and avoid sudden maneuvers. Expedition One accepts no responsibility for any altered product, improper installation, or improper use of our products.

Expedition One reserves the right to change pricing at any time and to discontinue, change the design, finish, part number and/or application of parts when deemed necessary without written notice. Expedition One will not be held responsible for changes or misprints or manufacturing changes made by the vehicle manufacturer.

***Effective date March1 2008. Prior warranty information includes 30 days on finish and 12 months on product.