



## High Lifter Outlaw DHT XL Big Lift Axle Warranty Program

Thank you for purchasing a High Lifter Products Big Lift equipped with a set of Outlaw DHT XL Big Lift Axles. Our axles have been engineered to provide superior performance for use on your ATV/UTV.

### **LIMITED WARRANTY:**

**HIGH LIFTER PRODUCTS, INC.** warrants to the **ORIGINAL** purchaser of any High Lifter Big Lift equipped with 4-Outlaw DHT XL Big Lift Axles for a total of one (1) axle warranty claim or breakage per set of 4 axles for a period of one (1) year from the original date of purchase. This warranty covers defects in material, workmanship or failure in normal service. This warranty is not for each individual axle, but for the set of (4).

Your 1-year warranty period starts from the date of original purchase. You are allowed 1 approved axle warranty claim or breakage during your 1-year warranty period. If there is additional DHT XL Big Lift axle breakage, you may follow our DHT XL Big Lift axle warranty claim process. This allows you to purchase a replacement High Lifter DHT XL Big Lift axle at a reduced price of \$75.00 per axle plus all applicable shipping charges. After your 1-year warranty expires, a replacement axle can be purchased at High Lifter's full standard published pricing.

The limited warranty is subject to the following conditions:

- a) The product is properly installed.
- b) If a lift kit requires or suggests the need for extended-length axles, those axles must meet requirements.
- c) **HIGH LIFTER** is not liable for any incidental or consequential damages to anything other than the axle covered by this warranty, including labor costs to remove/reinstall, loss of use of machine, loss of time, damage to housings, or damage to any OEM supplied parts.
- d) If the axle has been disassembled or modified by a third party, or has OEM parts installed on the axle, the warranty is null and void.
- e) Any axle damaged in a collision is excluded from this warranty.
- f) Warranty is non-transferable from the **ORIGINAL** purchaser.
- g) **HIGH LIFTER** reserves the right to inspect the axle and determine any defects in installation to determine the validity of a warranty's claim. This may include the ORIGINAL purchaser providing photographs of the ATV/UTV and its installed lift kit.
- h) Boots damaged by CV joint failures are covered under this warranty. Boots damaged by punctures or tears from trail obstructions are not covered under this warranty. Boot inspection should be a part of regular ATV/UTV maintenance.
- i) This warranty does not apply to and will not cover any products installed on vehicles used for any type of commercial use, rental use, lease use or ATV/UTV Racing.



**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.

**OBTAINING A WARRANTY CLAIM:**

All returns for warranty must be pre-approved by calling 1.800.699.0947.

After warranty approval has been granted and a Return Merchandise Authorization (RMA) number issued, the axle must be received by HIGH LIFTER PRODUCTS within 15 calendar days. The RMA number must be clearly displayed on the return box or the return will be refused. An RMA number does not imply warranty service, warranty replacement or a refund will be issued or provided on any product, but only that we will inspect the axle for warranty claims. For orders outside the United States, any fees associated with customs or duties are non-refundable.

All DHT XL Big Lift axles being considered for warranty repair or replacement must be returned to High Lifter for inspection and approval before a warranty claim can be processed. No replacement product will be sent before an axle with a pending warranty claim has properly went through our warranty claims process and has been received, inspected and approved for warranty by High Lifter. **All claims must be accompanied by a copy of the original sales receipt or invoice detailing date and place of purchase, as well as a written explanation of the problem, a valid phone contact number, and e-mail address. A copy of this original sales receipt or invoice must be included with EVERY axle being returned for warranty repair or replacement consideration.** The purchaser is responsible for all freight charges, taxes, duties or fees on a warranty claim, including incoming freight to High Lifter and return freight to the purchaser.



**High Lifter Products Outlaw DHT XL Big Lift Axle Warranty Claim**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

E-Mail Address: \_\_\_\_\_

Axle Product Number: \_\_\_\_\_

Place of Purchase: \_\_\_\_\_

Date of Purchase: \_\_\_\_\_

Reason for Return: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Reminder – This claim must be accompanied by a copy of the original receipt.**