

High Lifter Portal Gear Warranty Program

Thank you for purchasing a High Lifter Products Portal Gear Lift. Our Portal Gear Lifts have been engineered to provide superior performance on your ATV/UTV.

LIMITED LIFETIME WARRANTY:

HIGH LIFTER PRODUCTS, INC. warrants to the **ORIGINAL** purchaser of any Portal Gear Kit for a lifetime of protection from the date of purchase against defects in materials or workmanship, subject to the following conditions:

- a) The product must be properly installed according to all installation instructions.
- b) **HIGH LIFTER** is not liable for any incidental or consequential damages to anything other than the Portal Gear Kit covered by this warranty. **HIGH LIFTER** is not liable for any incurred expenses, labor costs to install/remove/reinstall Portal Gear Kit or any OEM or aftermarket components, loss of use of machine, damage to housings or damage to any aftermarket accessory or OEM components.
- c) If the Portal Gear Kit has been disassembled or modified by a third party, the warranty is null and void.
- d) Any Portal Gear Kit damaged in a collision with any object is excluded from this warranty. However, the Portal Gear Kit may be refurbished for a fee upon repair authorization by the owner. Costs will vary depending on the condition of each Portal Gear Kit assembly.
- e) Warranty is non-transferable from the **ORIGINAL** purchaser.
- f) **HIGH LIFTER** reserves the right to inspect the Portal Gear Kit for determining if there were any defects in the installation and to determine the validity of any warranty claim. The warranty process may require the **ORIGINAL** purchaser to provide photographs of the ATV/UTV and its installed Portal Gear Kit.
- g) Items that will not be covered under the warranty are but not limited to: Bearings, Seals, Gaskets, and Wheel Studs. All other components in kit are subject to review by **HIGH LIFTER** to determine reason for failure and if they meet requirements for warranty coverage.
- h) Warranty will be void on products that show; misapplication, improper installation, abuse, lack of proper maintenance, negligence, or alteration from original design.
- i) Any parts used to repair a portal kit must be purchased from **HIGH LIFTER** or warranty will be voided. For safety reasons it is important that the proper fastener grade, thread engagement, and torque specification be followed to prevent parts from failing. See instructions for torque data/specifications.

REFUSED SHIPMENTS/ORDER CANCELLATION:

Refused shipments are subject to a 20% restocking fee plus all associated freight costs. It is our goal to ship all orders in a timely manner. 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 20% 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 Approval (RMA) number issued, the Portal Gear Kit 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 that a replacement or refund will be issued on any product, but only that we will inspect the Portal Gear Kit for warranty claims. For orders outside the United States, any freight or fees associated with customs and duties are the responsibility of the purchaser and are non-refundable. All claims must be accompanied by the sales receipt detailing date and place of purchase, a written explanation of the problem, a phone number, and e-mail address. A copy of this receipt must be included with the Portal Gear Kit submitted for warranty repair or replacement. The purchaser is responsible for any freight charges on all warranty claims, including incoming freight to High Lifter and return freight to the purchaser.