



KW automotive North America Inc. · 300 W. Pontiac Way · Clovis, CA 93612

KW suspensions Warranty Policy

At KW automotive we aim to provide exceptional ownership experience with high-quality suspension products designed for lasting performance. If your experience falls short of that standard, we stand behind our products and are committed to resolving the issue. This warranty policy outlines the coverage, limitations, exclusions and procedures for KW products purchased in North America.

Limited Lifetime Warranty

Includes only KW HAS, V1, V2, V2 Comfort, V3, V3 Leveling, V3 Safari Style, V4, V5, DDC, and HLS Systems (excluding universal HLS kits).

Complete Kits purchased with an ESC bundle or a vehicle-specific HLS system are included in this Limited Lifetime Warranty.

KW (KW automotive North America, Inc., further referred to as “KW”) warrants to the original purchaser (further referred to as “Purchaser”) of KW Products, purchased from an Authorized Dealer in North America, that these products will be free of manufacturing, design and material defects. Limited Lifetime Warranty coverage remains for as long as the original purchaser owns the product and the products are installed on the vehicle following the KW installation instructions, on a vehicle for which the products were intended.

1-year, Unlimited Mileage Warranty

Includes only KW accessories, ESC modules, HLS Universal systems, adjustable control arms, bushings, bump stops, or ball joints.

KW accessories purchased from an Authorized Dealer in North America for the product lines listed above are warranted against defects in materials and workmanship for 1 year (unlimited mileage), provided the vehicle has been operated under normal conditions.

KW Clubsport & KW Racing suspension systems: 90-Day, Unlimited Mileage Warranty

Includes all complete KW Clubsport & KW Racing systems.

KW product lines listed above, that are purchased from an Authorized Dealer in North America, are warranted against defects in materials and workmanship for a period of 90 days (unlimited mileage).

Within the above warranty periods, KW shall be obligated to repair or replace a defective product at its sole discretion. The original purchaser must file a Customer Concern claim [HERE](#) for any warranty-related concerns.

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KW Limited Warranty Policy & Exclusions

KW (KW automotive North America, Inc., further referred to as “KW”) warrants to the original purchaser (further referred to as “Purchaser”) of KW suspension products purchased from an Authorized Dealer in North America that these products will be free of manufacturing, design and material defects so long as the original purchaser owns the products and the products are installed on the vehicle on which the products were intended for. The Purchaser must provide valid proof of purchase to process any warranty claim. Claims should be submitted within 30 days of discovery of the alleged defect.

Within the stated warranty period, which varies by product category, KW shall be obligated to either repair or replace a defective product at its sole discretion. This does not apply if the KW product was used in a manner other than stated in the installation instructions, installed or used improperly or contrary to KW’s instructions. Any further claims by the Purchaser for defects are excluded.

This warranty does not cover any products that came originally equipped by a vehicle manufacture, or any product sold with a “No Warranty” statement written on the invoice or sales slip. Our goal is to provide a fair and consistent warranty process. If you believe your product may have a defect, please contact KW Customer Support before assuming the condition is not covered under warranty.

The Purchaser must contact KW via the Customer Concern form on the website and fill in all requested information in detail. KW reserves the right to inspect any product prior to approving a warranty claim. If a product must be tested to determine if a manufacturer’s defect occurred, the testing process can take up to 30 days from the date that the product arrived at KW automotive North America. If a warranty claim is approved, the Purchaser must follow the instructions on the warranty approval. If the KW product is to be returned, whether from the Purchaser or Distributor, the Purchaser must package the KW Product safely for transportation, include a copy of the receipt as the proof of purchase, adhere the RGA number legibly and visibly to the packaging in two locations and return the product to either the KW Distributor or KW direct at their own expense, including, but limited to, shipping costs as well as costs incurred for removing and installing the KW Product on the vehicle. The cost of shipping/freight back to KW Automotive is the Purchaser’s responsibility. KW does not warranty labor costs. KW will not accept any KW Product returns without a valid RGA number and receipt as described above.

Payment by KW or KW’s distributor of customs, government fees, handling fees, tariffs or other import costs is excluded and is the sole responsibility of the purchaser.

KW or the KW Distributor, under any circumstances, shall not be liable for loss of time or revenues, inconvenience, loss of use of the vehicle, damage to the vehicle or components of the vehicle, any other type of consequential damage, or other incidental or indirect damages

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resulting from the use, misuse or inability to use the KW Products or from defects of the KW Products. The limitation of liability does not apply to any injuries to persons, in the event of gross or willful negligence or if a material contractual obligation was violated by KW. In the event of improper use of KW Products, including installation on vehicles not recommended by KW, extreme off-road use, jumping, racing, or use beyond the intended design parameters of the product, all warranty claims are null and void.

This warranty does not apply to any products that have not been properly installed and does not cover products showing any of the following (except where prohibited by law):

1. Physical damage such as chips, scratches, dents, corrosion, or bends
2. Normal wear and tear (including cosmetic spring finish degradation, ball joints, bushings, bump stops, bearings, and valve shims)
3. Damage caused by improper use, accident, flooding, water, flame or other external or environmental causes
4. Damage caused by improper installation
5. Damage caused by alteration of the KW Products without express written consent from KW
6. Damage caused by failure to properly maintain a product or if products are used in a negligent manner
7. Damage caused by servicing by any party other than an authorized KW Servicer

TO THE EXTENT PERMITTED BY LAW, THIS WARRANTY AND THE REMEDIES SET FORTH ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, REMEDIES AND CONDITIONS, WHETHER ORAL, WRITTEN, STATUTORY, EXPRESS OR IMPLIED. KW DISCLAIMS ALL STATUTORY AND IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND WARRANTIES AGAINST HIDDEN OR LATENT DEFECTS, TO THE EXTENT PERMITTED BY LAW. IN SO FAR AS SUCH WARRANTIES CANNOT BE DISCLAIMED, KW LIMITS THE DURATION AND REMEDIES OF SUCH WARRANTIES TO THE DURATION OF THIS WARRANTY AND THE REMEDIES DESCRIBED IN THIS WARRANTY. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY. NO PERSON IS AUTHORIZED BY KW OR ITS AFFILIATES TO ALTER, ENLARGE OR EXTEND WARRANTIES OR TO ALTER OR AMEND DISCLAIMERS.

This warranty is personal to the Purchaser and may not be assigned or transferred in any way, even if the vehicle for which the products were originally purchased is sold. Any suit for breach of this warranty must be made within six months after breach.

KW reserves the right to change, modify, or cancel this warranty without prior notice.

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