

## **BILSTEIN WARRANTY POLICY – NORTH AMERICA**

### Limited warranty for aftermarket products purchased in North America

The following limited warranty from BILSTEIN applies to all purchasers (hereinafter “Purchaser”) who have purchased a BILSTEIN aftermarket product (hereinafter “Product”) in North America (hereinafter “NA”) from a BILSTEIN distributor. This warranty is non-transferable.

BILSTEIN warrants that Products purchased from a BILSTEIN distributor in NA shall be free from defects in design, material and workmanship for as long as the original purchaser owns the product and it is installed on the original vehicle the product was purchased for.

Within the warranty period, the authorized BILSTEIN distributor shall be obligated to repair or replace a defective Product at its discretion. This does not apply if the product has been used improperly and contrary to BILSTEIN’s instructions. Further claims for defects by Purchaser are excluded.

To exercise its warranty rights, Purchaser must contact the BILSTEIN distributor in NA from whom the Product was originally purchased to request the return of the Product and the issue of a return goods authorization (RGA). If the Product is to be returned, Purchaser is obligated to package the Product safely for transportation, include a copy of the invoice as proof of purchase, affix the RGA number visibly and legibly to the outside of the package and return the product to the BILSTEIN distributor at its own expense. Payment by BILSTEIN or the BILSTEIN distributor of import costs (customs or other government fees, tariffs, handling fees) incurred in connection with international returns is expressly excluded.

BILSTEIN or the BILSTEIN distributor shall under no circumstances be liable for consequential damages (such as, but not limited to, labor charges and/ or lost profits) resulting from the use, misuse or inability to use the Product or from defects of the Product. This limitation of liability does not apply to injuries to persons, in the event of willful intent or gross negligence, or if a material, contractual obligation was violated.

In the event of improper use, in particular installation in vehicles not recommended by BILSTEIN, track racing or off-road use (unless the product is expressly designed for such use), all warranty claims are void.

## **WARRANTY RESTRICTIONS**

The limited warranties set forth above do not cover normal wear and tear and are non-transferable.

Exclusions include:

- Surface finish, boot or mounting hardware such as, but not limited to, rubber bushings, bearings, valve shims
- Original equipment shock absorbers - which are warranted by the vehicle manufacturer
- Damage caused by improper installation
- Damage caused to non-motorsports product as a result of racing, driving competition or off-road use
- Use on modified or other than Bilstein-recommended vehicles
- Bent or broken rods showing abuse or abnormal wear
- Cosmetic damage such as scratches, notches, dents and corrosion

- Damages caused by road hazards, accidents, improper use, water, flooding, fire or other natural phenomena or external causes
- Damage to products which have been altered without the written approval of BILSTEIN or the BILSTEIN distributor

## **WARRANTY CATEGORIES**

BILSTEIN warrants to the original retail purchaser that, for the periods specified below, each gas pressure shock shall be free from defects in material and workmanship. This warranty is non-transferable and does not cover normal wear and tear. Proof of purchase is required to process warranty. Any implied warranty of merchantability, fitness or fitness for particular purpose, except as may be prohibited by applicable law, is likewise limited in duration to timeframe specified below, from the date of original retail purchase. Some States do not allow limitations on how long an implied warranty lasts so the above limitation may not apply to you.

### **LIMITED LIFETIME WARRANTY**

- **B4 OE Replacement**
- **B3/B4 OE Replacement Air Suspension (Spring and Strut)**
- **B6 / B6 Performance**
- **B8 Performance Plus**
- **B12 Series**
- **B14 (PSS)**
- **B16 (PSS9 & PSS10)**
- **B6 4600**
- **B8 5100**
- **B8 5100 (Ride Height Adjustable)**
- **B8 5112**
- **B8 6112**

### **LIMITED 2 YEAR WARRANTY**

- **B1 Air Compressor (only)**
- **B8 5160**
- **B8 5162**
- **B8 8100**
- **B8 8112**
- **B3 Coil Springs**
- **Steering Racks**

### **LIMITED 90 DAY WARRANTY**

- **B1 (excluding Air Compressor)**
- **Clubsport**

- **Motorsport**
- **B8 5125**
- **B8 5165**
- **M 7100**
- **B8 8125**
- **B8 9200**
- **B8 9300**
- **SERVICE REPAIRS**

To view BILSTEIN's complete Warranty Promise and Processing Procedures, please visit:

<https://www.bilstein.com/us/en/products-and-services/warranty/>