

## Return Authorization Policy

All Legend Suspensions parts are guaranteed to the original purchaser to be free of manufacturing defects and workmanship. Parts that fail to conform to these conditions will be repaired or replaced at Legend Suspension's discretion, if the parts returned to Legend Suspensions **are owned by the original purchaser and an original purchase invoice along pictures can be provided. Warranty coverage is limited to the lifetime of the product line.**

The part must be packaged properly so as to not cause further damage and be returned to Legend Suspensions. If after evaluation, Legend Suspensions finds the part to be defective, Legend Suspensions will repair or replace the part, at the discretion and option of Legend Suspensions.

In the event the repair is evaluated as not covered under warranty, you will be contacted with a cost quotation. No work will be performed on non-warranty repairs without customer authorization to proceed. Legend Suspensions reserves the right to either repair or replace the unit at their discretion on warranty repairs.

Please follow the instructions to avoid undue processing delays for your repair or warranty claim item:

- Note that the form you are submitting is for a request for a Return Authorization Number (RA) number. **Items received without a RA number may not be processed/repared and could also be returned.** **Once your Return Authorization request is submitted, a Legend Suspensions representative will contact you via email by the end of the next business day.**
- All repairs will be handled in the order in which they are received, priority will be given to dealerships shipping customer items for warranty.
- DO NOT ship complete air ride kits unless specifically requested by Legend Suspensions.
- DO NOT ship only one shock – ship the pair so Legend Suspensions can apply updates to both shocks as necessary.
- If the defective item is an electrical component – proceed with the Return Authorization process and Legend Suspensions will respond with a solution for replacement whether under warranty or the option to purchase a replacement. (Remember the warranty on electrical items is one year from the date of purchase).

Please Note the following Important Items regarding Legend Suspensions Repair Policy:

- **Packages received at Legend Suspensions without a Return Authorization number identified on outside of package may be subject to delays, including refusal and return to sender.**
- Please note our response will be emailed to the address you have supplied. Please check your Spam/Junk folder for this reply. Please adjust your email settings or add Legend Suspensions as a contact.

## Upgrade Options

- Legend Suspensions does have upgrade options available upon request (for applicable product lines) to update your shocks to the current design Legend offers.

## Shipping

- We strive to ship out returned product within 2-3 days of being received at our facility. Certain factors may affect this turn-around time (Holidays, Sturgis Motorcycle Rally, etc.)
- All orders will be sent via UPS ground. Expedited shipping methods are available and will be an additional charge. Please include your request for expedited shipping when creating your return. Please specify which method you would like (Next Day, Two-Day, etc.) and a Legend Suspensions Representative will respond with a quote for the expedited shipping charge. Orders with express shipping selected (2-day or Next Day) are typically processed and shipped within 1 business day. However, please be aware that '2-Day' and 'Next Day' indicates the estimated delivery time after the order has been picked up by the shipping carrier and does not include the time the items are at our facility for repair.