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WARRANTY POLICY AND PROCEDURES

KLEINN TECH SUPPORT 520 579-1531

WARRANTY:

Kleinn Air Horns warrants products to the end-user, when properly installed and under normal conditions of use, to be free from defects in workmanship and materials for a period of one year from the provided date of purchase, to the original purchaser of the product. This warranty does not cover abuse, operation in a manner inconsistent with the product's design, or damage resulting from improper installation. If the defect is considered "under warranty", Kleinn Air Horns will, at its option, repair or replace the product free of charge to the original purchaser. Kleinn Air Horns is not liable for any installation charges, loss or damage of any kind incurred in the replacement, repair of any warranted product.

IMPORTANT NOTE:

Kleinn Air Horns have three main components and many subcomponents. **BEFORE** removing the system to return it contact Kleinn Tech Support **FIRST!** We can often diagnose the problem in a few minutes without removing the system. This will save you time and labor/money. If we determine the component that has failed, we will provide an RGA # and instructions on returning that part. Not the entire system.

A Returned Goods Authorization number (RGA#) is required before shipping a product to Kleinn Air Horns.

WARRANTY PROCEDURE:

Please direct the person having an issue with a Kleinn product to call our Tech Support department at (520) 579-1531. This could be the end consumer or the shop doing the work on the vehicle. Tech Support can often diagnose the likely problem on the phone in a few minutes. We want to provide the best customer service possible to your technicians or customers should they encounter a problem.

TECH SUPPORT:

Kleinn customers are to contact Tech Support personnel if they have any questions during or after installation. We will be happy to help them and provide assistance anytime they have a question about a Kleinn Air Horn product.

WARRANTY RETURNS:

An RGA# (Returned Goods Authorization) is required for all warranty returns. If Tech Support is not able to solve the issue over the phone they will issue an RGA# for the return of the merchandise for inspection and to determine if product is eligible for warranty consideration. We will need to verify the warranty with a copy of the sales receipt to the end consumer. If the product is found to be defective, we will repair or replace as is appropriate. Parts are to be shipped freight prepaid to Kleinn Air Horns for inspection, repair or replacement. If part is found to be defective it will be repaired or replaced, at our option, and shipped back to the customer at no charge.