

PLEASE READ ALL WARRANTY AND RETURN POLICIES PRIOR TO ORDERING

BY PLACING YOUR ORDER EITHER ONLINE OR OVER THE PHONE, YOU AGREE TO THESE TERMS AND POLICIES

---WARRANTY ---

- P&P Engineering Inc provides a Limited Lifetime warranty to the original purchaser/owner of the vehicle on which the product was originally installed for defects in material and workmanship on products manufactured by P&P Engineering Inc.

- All non-branded P&P Engineering Inc products carry a warranty from the original manufacture. P&P Engineering Inc cannot offer a warranty on products we sell that were not manufactured under the "P&P Engineering Inc" name. Some of the products P&P Engineering Inc sells may be covered under specific manufacturers' warranty(s) and may require warranty claim through the manufacturer by the end user.

This information can be found on each manufacturer's website for the product you have purchased from us.

- P&P Engineering Inc will not warranty any product for:

Finish, Alterations, Modifications, Corrosion, improper installation and/or use of a product. This includes trying to gain more lift than a product was designed for. Yes, if you turn your coilovers up too high you will void your warranty!!

- P&P Engineering will not consider for warranty any product that has any signs of off road abuse or Racing. We all have to pay to play hard off-road

- P&P Engineering Inc 's obligation under this warranty IS limited to repair or replacement of the original part, at P&P Engineering discretion. Any and all costs for down time, labor of installing products, rental cars, tow fees, damage to other parts on your vehicle, damage to any other vehicle, and all shipping costs of said defective or warranty parts are not covered under this warranty and will be the responsibility of the purchaser.

---RETURNS / REFUNDS---

- P&P Engineering Inc WILL NOT GIVE A REFUND ON ANY PARTS THAT HAVE NOT BEEN PRE - APPROVED by us. We require that you CALL or EMAIL us at sales@engineeringPP.com for a RA# prior to returning any parts.

NO CREDIT WILL BE GIVEN ON ANY RETURNED PARTS WITHOUT AN APPROVED RA#!!! This RA Number must be written on a piece of paper inside the box your return to us and on the outside of the box you are returning.

- MISSING OR DAMAGED PARTS MUST BE REPORTED WITHIN 3 BUSINESS DAYS OF YOUR ORDER DELIVERY- Please open all boxes and check all packing material within 3 day of getting your package (s). Any missing parts reported to us past 3 business days will not be replaced by us.

- All refunds and credits must be processed within 30 days from the date of purchase. We WILL NOT consider any refunds or credits past 30 days of purchasing them.

- No refunds will be given on the following items; custom built to order bumpers, custom ordered shocks and coilovers which are not on our website, wiring harness or electronics of any kind which have been opened, any item that has been installed, wheel spacers, lug

nuts, any item that is not brand new condition. Again, if you attempted to install something or installed a part and did not like it, that part is not brand new anymore and may not be returned!!

- ALL refunds carry a minimum re-stocking fee of 20% from the original purchase price minus any discounts used. Shipping costs will not be refunded.

- Non-defective merchandise credit will only be credited to the original purchaser and to the original payment method (Credit Card, PayPal, etc.)

- You are responsible for all shipping costs on ALL return items you are submitting to P&P Engineering Inc for a refund.

- All Returns must be packaged to eliminate damage during shipping back to P&P Engineering. All return merchandise must be insured for/or greater than the original purchase price at your costs to cover the entire contents of the products and packaging. Products damaged during the return ship process back to P&P Engineering Inc are the full responsibility of you and the shipping company in which you choose. We will not give credit for any products returned that we do not deem in NEW condition.

- If you cancel a credit card or PayPal payment (issue a chargeback) on an order before contacting us first, a 30% restocking fee will be placed on your purchase. Chargebacks are very time consuming and never help you get your money back faster. In fact, a chargeback generally takes 4-5 times longer to process than simply calling us for a refund!!

--- Canceled or Changed orders ---

- All orders that are canceled before the package has been processed for shipment carry a minimum cancellation fee of 10% of total order amount. All shipping fees are refundable minus a 10% cancellation fee. Sorry, but it does cost us transaction fees and time processing your order even though we have not shipped it to you yet.

- Orders that are canceled after they are processed and packaged for shipment will be charged a 20% restocking fee.

- Packages that are refused at the time of delivery will be charged a 20% restocking fee and all return shipping fees will be deducted from return credit.

By clicking the confirm order button on our website or placing an order over the phone with us, you are authorizing for that total \$ amount to be billed to your card and that sale is final. NO CREDITS, COUPONS, GIFT CARDS OR CHANGES CAN BE APPLIED ONCE YOUR ORDER IS CONFIRMED.

--- PAYMENT OPTIONS ---

We accept all major credit card companies- Visa, American Express, Discover, and MasterCard. We also accept PayPal payments. All PayPal Accounts MUST have a verified and confirmed shipping and billing address. We will only ship to your confirmed PayPal shipping address.

We do also accept bank wire transfers and insist on a wire transfer for all international orders, except Canada- All wire transfers carry a \$30 transaction fee and will not be shipped until we have confirmation of payment. Contact us for more info.

All gift cards issued by a major Credit Card Company must be registered to your actual shipping address or our system will not accept them.

Please make sure your current billing address is current with your Credit Card Company or bank prior to ordering with us.

If your current credit card billing address does not match the address you used to place the order on our website or over the phone, a pending transaction may be posted to your account until your credit card company or bank has been notified of the declined transaction. The pending transaction may take 3-10 business days to be posted back to your account.

--- SHIPPING ---

- We try our best to ship orders within 24-48 business hours for in stock items. Please know that many items we carry are built specific to your order and vehicle. Some custom parts may take up to 18 weeks or more to build.

- Even through some items on our website may say they are in stock. It is possible that our site did not update inventory properly and it may be out of stock at the time you place your order. We are unable to give refunds without a restocking fee after you place your order because of out of stock items. Please call to ensure an item is in stock prior to placing your order.

- P&P Engineering will make NO guarantees on delivery date or shipping date regardless of shipping method selected. All shipping times do not include the day of the shipment, holidays, or weekends. Our business hours are Mon-Fri, 9am-5pm MST

- Some or all packages we ship may require a signature at the time of delivery. FedEx will make 3 attempts to deliver your package. If on the 3rd attempt no one is available to sign for the package, it will be returned to us. You will be responsible for all return shipping to P&P Engineering and any charges to re-ship the package back to you.

--- International Orders

Please contact us prior to ordering if shipping outside the USA. We do ship worldwide, including APO/FPO addresses.

sales@engineeringPP.com

--- FRAUD ---

- We have many procedures in place to help protect you and ourselves against fraud. P&P Engineering does not keep any credit card info on file unless first authorized by you to do so.

Some orders may be held and not shipped if fraud is suspected.

P&P Engineering may NOT be held liable for any fraud that may occur. Though, we will do our very best in helping local police agencies track any fraud cases.

--- IMPORTANT WARNING ! ---

Limitation of Liability

Installation of a lift kit or “lifting components” will raise the center of gravity on the vehicle which the kit/components are installed and they will make the vehicle more likely to tip over when turning, or when driving on sloping terrain. Wider wheels with more offset, and wider tires should be installed on any lifted vehicle to minimize rollover

The driver of any vehicle with lifting components/kits must drive the vehicle more carefully, and must avoid quick or sharp turns.

The user is knowingly modifying the suspension system of the vehicle in which any suspension modifications are made, and assumes all liability for any damage it could cause.

Improper installation or misuse of P&P Engineering products or any other products we sell could result in property damage, injury, or death to the driver, passenger, or bystanders

P&P Engineering Inc will not be liable for ANY damages- resulting from, or caused by the installation of our lift kits, or any other products we sell.

All bolts loosened during install of anything we sell must be checked several times after install for proper torque and overall condition. We highly recommend working with a certified professional installer.

--- New Car Warranty Information ---

FEARS:

You want to upgrade your vehicle with aftermarket equipment, but you're worried about putting the vehicle's warranty at risk. It's no wonder. How many times have you heard someone at a automobile dealership say that unless the dealer installs your aftermarket equipment you will automatically void your new car warranty? This common misconception has been repeated often enough to be widely believed – though it is completely false.

FACT:

Some dealers may not like warranty work, because it pays less than normal repair work. By promoting the myth that aftermarket equipment automatically voids warranties, some dealers avoid such low-paying work. Instead, they attempt to charge customers the prime service rate for work which is rightfully done under warranty.

THE TRUTH:

Most vehicle owners are not aware they are protected by federal law: the Magnuson-Moss Warranty – Federal Trade Commission Improvement Act of 1975. Under the Magnuson-Moss Act, aftermarket equipment which improves performance does not void a vehicle manufacturer's original warranty, unless the warranty clearly and conspicuously states that aftermarket equipment voids the warranty. Most states have warranty statutes, as well. Which provide further protections for vehicle owners.

In other words, that means some dealers can't wiggle out of his legal warranty obligation merely because you install aftermarket equipment. To find out if any aftermarket equipment automatically voids your vehicle's warranty, check the owner's manual. It is likely the language you are looking for appears under a heading such as "What Is Not Covered" Although the language seems negative, remember your vehicle manufacturer is simply saying he does not cover the aftermarket products themselves. He is not saying that the products would void the vehicle warranty.

VEHICLE DEALERS OBLIGATIONS:

Suppose your modified vehicle needs repairs while still under warranty. Without analyzing the true cause of the problem, some dealers attempt to deny warranty coverage. Someone made a decision simply based on the fact that you've installed aftermarket equipment – a convenient way to dodge low-paying warranty work.

Fact: A dealer must prove – not just say – that aftermarket equipment caused the need for repairs before he can deny warranty coverage on that basis.

YOUR RIGHTS:

Point out to the dealer the provision of the Magnuson-Moss Act- Require that he explain to you how the aftermarket equipment caused the problem. If they can't – or their explanation sounds questionable – it is your legal right to ask that they comply with the warranty.

Fact: If you are still being unfairly denied warranty coverage, there is recourse. The Federal Trade Commission, which administers the Magnuson-Moss Act, monitors compliance with warranty issues. Direct complaints to the FTC at (202) 326-3128.

This is the actual language of the act:

No warrantor of a consumer product may condition his written or implied warranty of such product on the consumer's using, in connection with such product, any article or service (other than article or service provided without charge under the terms of the warranty) which is identified by brand, trade, or corporate name; except that the prohibition of this sub-section may be waived by the Commission if:

1. the warrantor satisfies the Commission that the warranted product will function properly only if the article or service so identified is used in connection with the warranted product, and
2. the Commission finds that such a waiver is in the public interest.

The district courts of the United States shall have jurisdiction of any action brought by the Attorney General (in his capacity as such), or by the Commission by any of its attorneys designated by it for such purpose, to restrain (A) any warrantor from making a deceptive warranty with respect to a consumer product, or (B) any person from failing to comply with any requirement imposed on such person or pursuant to this chapter or from violating any prohibition contained in this chapter.

--- MAGNUSON MOSS WARRANTY ACT ---

US Code - Title 15, Chapter 50, Sections 2301-2312

Legally, a vehicle manufacturer cannot void the warranty on a vehicle due to an aftermarket part unless they can prove that the aftermarket part caused or contributed to the failure in the vehicle (per the Magnuson Moss Warranty Act (15 U.S.C. 2302(C)) . For best results, consider working with performance-oriented dealerships with a proven history of working with customers. If your vehicle manufacturer fails to honor emission/warranty claims, contact EPA at (202) 260-2080 or www.epa.gov . If federal warranty protection is denied, contact the FTC at (202) 326-3128 or www.ftc.gov .

While we at P&P Engineering believe most dealers do their very best to cover warranty work, even on modified vehicles. We cannot and will not take responsibility for any denied warranty work or damages to your vehicle. It is your right to ask your local dealer to prove any denied warranty work documents!!!

We have found that if you have aftermarket products installed at your local dealership, they most always will cover you under warranty.