



LIMITED WARRANTY & RETURN POLICY

What Products Are Covered

All IMT Standen's (Standen's) manufactured goods, excluding purchased for resale items in which the original vendor/manufacture warranty takes precedence.

Limited 2 Year Warranty

Manufactured Standen's product has a two (2) year limited warranty to the original purchaser, from the date of original invoice.

Exclusive Remedy

Standen's will at its option, repair or replace the affected product, repair or replace the entire defective products or refund the lesser of the original purchase price and the then-current list price of the products or components. In all cases, a reasonable time period must be allowed for warranty repairs to be completed. Warranty is limited to parts only and does not include labour, towing, downtime or any other associated costs due to the defective part.

What You Must Do

In order to make a claim under these warranties, you must:

1. Be the original purchaser of the Standen's products originally installed.
2. Promptly notify Standen's to have an RGA number issued after detection of any defect within the applicable warranty period of such defect. We may request return of the part(s) to identify and confirm the defect(s).
3. Provide us with the product (or applicable component) serial number and photos.
4. The product(s), suspension(s) and component(s) must have been installed and maintained in accordance any specific Standen's recommendations and industry practice.

Not Covered

These warranties do not extend to repair plates if they were modified (only if issue is related to mechanical properties and prior to modification) and build up leaves as condition and installation are outside of Standen's control, and do not cover defects caused by:

1. Springs are broken inside the U-bolt clamp area - these failures indicate loose U-bolts or insufficient clamping force.
2. The spring capacity rating is exceeded.
3. The products are not installed according to manufacturing recommendations, and/or not maintained according to Spring Research Institute recommendations.
 - a. U-bolt specification: SAE grade 5 (Trailer), SAE grade 8 (Tractor) or Standen's approved alternate.
 - b. U-bolt Torque (SAE Manual) and U-bolt Re-torque at 500 miles, 1000 miles, 3000 miles, and every 5000 miles thereafter.
 - c. Liners are installed according to manufacturer's specifications.
 - d. Springs MUST be handled correctly to prevent marks, which create stress risers.
 - e. Clean springs of road salt and mud weekly.
4. Products that are altered or changed from original manufacturer's specifications without consent.
5. Damage occurs due to destructive use, driving or off-road use.
6. Improper storage, including exposure to moisture, corrosive environments, extreme temperatures.
7. Unpainted or rust-related issues are not covered if the complaint is not made at the time of receipt or within 24 hours of delivery.
8. Painted parts related issues are not covered if scratches happened during transportation/handling.
9. Threaded rods that have been cut, welded, over bent or bent out of specs, or otherwise altered; installed with incompatible nuts or washers; used with power tools that damage the threads; or used outside their rated load capacities.

Limitations

1. In all cases, Standen's reserves the right to fully satisfy its obligations under the Limited Warranties by refunding the lesser of the original purchase price and the then-current list price of the defective products (or, if the product has been discontinued, of the most nearly comparable current product).
2. Standen's reserves the right to substitute a replacement component or product, in the event a product is discontinued or is otherwise unavailable.
3. These warranties are non-transferable.

General

THE FOREGOING WARRANTIES ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES EXCEPT THAT OF TITLE WHETHER WRITTEN, ORAL OR IMPLIED, IN FACT OR IN LAW (INCLUDING ANY WARRANTY AGAINST INFRINGEMENT OR OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE).

These warranties give you specific legal rights, and you may also have other rights, which vary.

STANDEN'S HEREBY EXCLUDES INCIDENTAL AND CONSEQUENTIAL DAMAGES, INCLUDING LOSS OF TIME, INCONVENIENCE, LOSS OF USE, TOWING FEES, TELEPHONE CALLS, COST OF MEALS OR LODGING, FOR ANY BREACH OF ANY EXPRESS OR IMPLIED WARRANTY.

Manufacturer's Warranty

This warranty policy applies only to Standen's manufactured products; Manufacturer's warranty applies to parts not made by Standen's.

Returns

Returned products may be subject to 20% restocking fee. Specialty, special order, non-stocking or obsolete product is not returnable.

Standen's will only provide return shipping and waive restocking fees in the event we have provided defective, incorrect or damaged product.

Standens reserves the right to accept the Return only after verifying the condition of the returned parts.