

Off-Road Outpost Policies and Disclaimers

Standard Return Policy

Return your item for a refund, store credit or exchange.

Return In-Store Policy

You may return your item to our shop in Hiram, OH during business hours.

Return Policy

If you are not satisfied with the product that you have purchased. Items that have not been installed may be returned within 30 days from the date of receipt. All returns require an RMA number, any item returned without RMA will not be returned or credited. A restocking fee up to 25% may apply.

In order for items to be returned, they must be unused, in original packaging and in resell-able condition. This does not include unmodified hardware such as bolts, spacers, washer, nuts, lock washers, etc. Any damaged hardware including bolts, spacers, washers, nuts, lock washers, etc. will not be refunded.

Used items, items not in original packaging, items missing parts or damaged/modified items are subject to a restocking fee.

All items must retain their original paint color upon returning.

Any unpainted items must be returned unpainted.

Shipping and handling charges are non-refundable.

Labor, surcharges, or other applicable fees from the original order are non-refundable.

Off-Road Outpost LLC. is not responsible for consequential damage to vehicles.

Customer is responsible for return shipping. In the event of a customer receiving missing hardware and/or the wrong part, Off-Road Outpost LLC. will cover the shipping cost.

Attempting to return any parts or assemblies that have been tampered with in a manner that affects the re-salability and/or safety of the part(s) is prosecutable under the law, and these parts and assemblies are not eligible for return credit, refund and/or exchange.

Non-Returnable Items Policy

The following items cannot be returned:

Any product that has been installed.

Opened electrical products.

Custom Items.

Closeout or clearance items.

Special order items.

Any product not purchased from Off-Road Outpost LLC.

Custom Orders Policy

You may cancel your product/order if we have not started working on your product or ordered any special material for your product. Any special-ordered material will not be refunded. The refund of your deposit, or any money received, is at the discretion of Off-Road Outpost LLC.

All custom order sales are final; no refunds or exchanges. If your vehicle is sold, stolen, repossessed, or wrecked, Off-Road Outpost LLC. **will not accept** any returns and will not provide a refund. No refunds on electronics. If your custom order is incorrect, the problem must be reported within 48 hours of receipt by contacting Off-Road Outpost LLC. No returns accepted after 48 hours of delivery. After return authorization is given, merchandise must be returned within 7 working days. Once returned, the custom order will be modified to meet the requirements given by the customer when the order was **first** placed to an extent under the discretion of Off-Road Outpost LLC. with no additional cost. If the product requires a redesign, hours worked will be charged to the customer and so will any additional material cost.

Any painted custom products and/or orders must be returned in the same condition as they were delivered or picked-up by the customer. **All custom painted products and/or orders cannot be returned.**

Any unpainted custom orders must be returned **unpainted.**

Any custom product and/or order that has been modified by the customer cannot be returned.

Any custom product and/or order painted or repainted by the customer will not be accepted for a return.

Off-Road Outpost does not install any products to any vehicle under any circumstance after the product is completed. Once installed by the customer the product cannot be returned.

Off-Road Outpost LLC. **will not modify any vehicle under any circumstance while the vehicle is at our location** unless the customer is informed, and he/she accepts. This includes any welding and/or fabrication done to the frame and/or body of the vehicle.

Shipping Claims Policy

All shipments should be inspected on delivery. Damaged packages should be reported to the delivery person at time of delivery, or within the first 10 days. No shipping related claim can be filled after 10 days.

Damaged FedEx shipments should be reported to FedEx to initiate the claim process.

Damaged USPS shipments should be reported to USPS to initiate the claim process.

After initiating the claim, please contact us at 330-541-7451 for further assistance.

Disclaimer

Customer, his/her heirs, assigns, legal representatives and attorneys, knowingly and voluntarily release any and all claims, demands, or causes of action, known or unknown, which he/she may have against the seller, his/her successors, assigns, representatives and lessees arising from any injury or illness, including death or disability, incurred in connections with the installation and use of this product. No warranty is expressed nor implied. Buyer assumes all responsibility for the installation and maintenance of this product. Improper installation, improper maintenance, or deliberate misuse shall also release seller, his/her successors, assigns, representatives and lessees from any and all claims, demands, or causes of action, known or unknown arising from any injury or illness, including death or disability, incurred in connections with the installation and use of this product.

Improper installation includes, but is not limited to:

Failure of the customer to properly install **ALL of the supplied parts and components** in accordance with the supplied instructions.

Modification of **ANY** parts or components.

Failure to install **ALL** of the supplied parts and components

Improper maintenance includes, but is not limited to:

Failure to periodically inspect installed parts and components for tightness, wear and/or damage.

Failure to periodically inspect and lubricate installed parts and components in accordance with the supplied instructions.

Modification of **ANY** parts or components.

Misuse includes, but is not limited to:

Using the installed item for purposes other than which it is intended.

Modification of **ANY** parts or components. Some Off-Road Outpost LLC. products offered do not come with instructions or complete hardware such as bolts, nuts, axles, etc. Custom products may or may not come with official instructions.

Additional fabrication, finishing, painting, or products may be required for installation. The following is the Off-Road Outpost LLC DISCLAIMER for all Off-Road Outpost LLC products and services provided. All Off-Road Outpost LLC products and/or Off-Road Outpost LLC services shall be covered by the terms of this agreement. The use of any Off-Road Outpost LLC products and/or Off-Road Outpost LLC services demonstrates that you have read and fully accept the terms of this agreement. If the owner of any Off-Road Outpost LLC product is unwilling to accept the responsibility and terms of this liability form, the product shall be immediately removed from the vehicle.

All Off-Road Outpost LLC labor and services are performed after an agreement with the vehicle's owner and the owner must accept the responsibility and terms of this liability form. The owner of any Off-Road Outpost LLC. products and/or vehicle in which labor was performed which is sold, traded, or gifted must notify the new owner of these conditions and terms.

Off-Road Outpost LLC. aftermarket products and vehicle accessories modify a vehicle for uses which exceed conditions anticipated by the vehicle manufacturer. Off-Road Outpost LLC. products are not designed to meet vehicular code, federal law, state law, or any other vehicle requirement. Owners accept all responsibility for verifying the use of Off-Road Outpost LLC. products and/or services in their state prior to installation and use. Off-Road Outpost LLC. products have been designed for the high performance demands of off-road driving, four wheeling, and rock crawling.

Off-Road Outpost LLC. is not liable nor held responsible for any damages, injuries or death that can occur from on and off-road use, the result of failure of our product's, vehicular accidents, roll-overs, installation error, or lack of maintenance. Customer/driver assumes all liability for using a Off-Road Outpost LLC. product and in assuring that the suspension system or product accessory is properly installed, maintained, and operating in safe conditions. The use of Off-Road Outpost LLC. products vary in the degree of extremity and cannot be controlled by the vehicle or product manufacturer. If the components within the suspension system or accessories become worn due to frequent and/or extreme off-road use, the safety and reliability of the vehicle and others is at risk. The maintenance of aftermarket equipment to ensure the vehicle occupants safety is entirely your responsibility. Do not purchase Off-Road Outpost LLC. manufactured products or components unless you are willing to accept this responsibility.

Do not install any Off-Road Outpost LLC. products or accessories unless you feel competent at installing the product without causing present or future injury to yourself or other vehicle occupants.

Installation Disclaimer

Off-Road Outpost LLC. assumes no legal responsibilities and/or liabilities to your vehicle, engine/motor, person(s), and/or property(s) that result from the use of, or servicing of a motor vehicle in which our product has been installed or is in the process of being installed and also applies to any other vehicle(s), person(s), property(s), regardless of whether or not our product has any involvement directly or indirectly. The installer and/or user attempting to install and/or use our product, assume all risks of injury, legal responsibilities and/or liabilities weather to person(s), property(s), yourself and/or others. This disclaimer is acknowledged by person(s), user(s), and/or driver who install, drive and/or use our product. Our products are intended for off road use only. Whether the product is purchased, given, and/or any other means of obtaining our product.

WEAR SAFETY GLASSES & HEARING PROTECTION WHEN PREFORMING VEHICLE MAINTENANCE

BE SAFE AND HAVE FUN!

*** Off-Road Outpost LLC. products are designed for Off-Road Use Only***