

X2 Industries Product Warranty / Guarantee Documentation.

30 Day Product Return Statement

All products that require a return refund or return exchange are subject to a 35% restocking fee, if the product in question is not in sealed, resell able condition a 40% restocking fee may apply; all parts must be checked and quantities must be reported within one week of receiving your order. If you modify, paint or install the product(s) no Return, no return on aftermarket air products. We will offer an exchange if there is an item that is defective or inaccurately ordered, if it is in a kit from us you would only be required to send back the item in question. We will not accept an exchange on entire kit, if you send us an entire kit we will refuse it. No returns on custom fabricated parts including but not limited to billet steering wheels, roll pans, tailgate skins, license plate inserts, taillight fillers, aftermarket air ride kits, air struts, brackets, etc. Missing items must be reported to us within 24hrs. If the wrong product was purchased, it would be the responsibility of the customer to pay the shipping to and from our warehouse for the exchange or return. We assume no responsibility with regards to installation of any aftermarket parts herein, including but not limited to the cost, technique or any other factor of the installation whatsoever.

Warranty Statement:

Items past 30 days roll into a manufacturers / reseller warranty, this warranty is offered by X2 and affiliates of X2 products. All products have varied warranties and are not all offered by a specific entity. All product manufacturers and or X2 are bound by the warranties stated on this site and/or in item documentation. **Please refer to the contact us section of our website to file a defect warranty claim.** Said warranty does not cover neglect, modification, abnormal wear, improper installation, improper use, or use beyond products intended specifications. Aftermarket Air Struts purchased separately or included with any aftermarket air suspension kit come with a 90 day replacement warranty, and are not covered under the 1 year standard hardware warranty. All LED lighting comes with a standard 1 year warranty and may include an extended warranty period if stated on the specific products page. If an item in our catalog does not specify warranty terms on the product page then said product will be covered under a standard 90 day replacement guarantee. There are many products in our catalog that come with a lifetime warranty and in this case will be replaced if deemed defective. Shipping to and from our warranty department is the responsibility of the customer. Lifetime warranted products are non-transferable, which means that you must be the original purchasing customer to replace said products. If you are questioning the performance of an item please feel free to give us a call.

NOTE: X2 Industries does not assume responsibility which includes but is not limited to damage to any personal property or injury pertaining to the use of any of the parts that we distribute in our catalog. Product descriptions may be changed at any time due to manufacturing updates and exact specifications may not reflect the current item purchased.

If you have a return or warranty replacement, you will get no hassles from our reps as we do everything in our power to make your buying experience the best with us!

Thank you for choosing X2 INDUSTRIES!

X2 / X2 Ind. / X2 Industries

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