



PRODUCT WARRANTY & RETURNS GUIDE

Effective October 2026

Thank you for building with Air Ride Direct. This guide explains how returns, exchanges and warranty claims work for products purchased from airridedirect.com. If something is not right with your order, contact us first. Our team will work to make it right with as little hassle as possible.

1. The First 10 Days: Returns & Exchanges

- Returns and exchanges are accepted within **10 days of delivery**. After 10 days, coverage moves to the warranty terms in Section 3.
- A **Return Authorization number (RA#)** is required before anything is shipped back. Contact us with your order number to get one. Returns sent without an RA# may be refused.
- Items must be unused, uninstalled and in sealed, resellable condition with all original packaging.
- Returns and customer-requested exchanges are subject to a **25% restocking fee**. Custom fabricated parts carry a **30% restocking fee**. Items that are not in new, resellable condition may be refused.
- **Check your order on arrival**. Missing items must be reported within **24 hours** of delivery, and all parts and quantities should be checked within **7 days**.
- If an item is defective or we shipped the wrong part, we will exchange that item. If it came in a kit, only the affected item needs to come back. We do not accept returns or exchanges of an entire kit for a single-item issue.
- If the wrong product was ordered, shipping to and from our warehouse for the exchange or return is the customer's responsibility.
- Do not send products back to the manufacturer or to the address your package shipped from. Many orders ship directly from supplier warehouses, and returns sent there can be lost. Use the return address your RA# paperwork provides.

2. Items That Cannot Be Returned

- **Air suspension products**, including air ride kits, air management systems, compressors, tanks, valves, air bags, air struts, brackets, gauges, controllers, fittings and air line. Defective or incorrectly shipped air products are exchanged as described in Section 1 or covered under warranty in Section 3.
- Products that have been installed, modified, cut, welded, painted or powder coated.
- Custom parts built or ordered to your specifications, such as billet steering wheels, roll pans, tailgate skins, license plate inserts and taillight fillers, once production has started.
- Special orders, unless approved in writing before the order ships.
- Taxes, duties and shipping charges.

3. Warranty Coverage After the Return Window

After the 10-day return window, products are covered by the warranty below or by the manufacturer's own warranty, whichever is stated for the product. Warranty terms listed on a specific product page take priority over the general terms in this table.

Product	Coverage
Air struts (sold alone or included in a kit)	90-day replacement warranty. Air struts are not covered by the 1-year hardware warranty.
Hardware and components	1-year standard hardware warranty against defects in materials and workmanship.
LED lighting	1-year standard warranty, or longer if stated on the product page.

Products listed with a lifetime warranty	Replaced if found defective. Lifetime coverage applies to the original purchaser only and is not transferable.
Manufacturer-warranted products	Covered by the brand's own warranty. We help you file and process the claim.
Any product without stated warranty terms	90-day replacement guarantee.

Warranty replacement is for the defective product only. Shipping to and from our warranty department is the customer's responsibility.

4. What the Warranty Does Not Cover

- Neglect, abuse, accidents, or normal and abnormal wear.
- Improper installation, improper use, or use beyond the product's intended specifications.
- Products that have been modified or repaired by anyone other than Air Ride Direct or the manufacturer.
- Installation or removal labor, alignment, towing, rental vehicles, or any other cost related to installation.
- Damage caused by leaks or failures in parts not purchased from Air Ride Direct.

5. How to File a Warranty Claim

- 1 Contact us through airridedirect.com/contact-us, by phone at **1-888-225-7071**, or by email at support@airridedirect.com.
- 2 Include your order number, the product, a description of the problem, and clear photos of the part and its label or part number.
- 3 Our team will troubleshoot with you first. Many issues are solved without sending anything back.
- 4 If a return is needed, we will issue an RA# and the correct return address.
- 5 Once the part is received and inspected, we will repair or replace it under the applicable terms.

6. Important Notes

- Air Ride Direct is not responsible for installation of aftermarket parts, including its cost, technique or results. We strongly recommend professional installation.
- To the extent allowed by law, Air Ride Direct is not responsible for damage to personal property, injury, or other loss related to the use of parts we sell.
- Product descriptions and specifications may change as manufacturers update their products, and the item you receive may differ slightly from the photos or listing.
- This guide may be updated at any time without notice. The version in effect on your order date applies. By placing an order, you agree to these terms and to our Terms & Conditions at airridedirect.com/terms-conditions.

QUESTIONS? WE'RE HERE TO HELP.

If you are unsure about a product's performance, a return, or a warranty claim, give us a call before you send anything back. You will get no hassle from our team.

airridedirect.com/contact-us | 1-888-225-7071 | support@airridedirect.com