

# RSC Suspensions Warranty

## Warranty / Guarantee Rules

1. RSC Suspensions products have a 24 month warranty from delivery date. This requires proper installation by a specialist workshop ahead (according to the code of obligations in Switzerland).
2. The warranty is void when reselling the goods by the initial purchaser to others
3. The warranty expires at race tracks operations and the use in motorsport
4. Each RSC Suspension product includes a warranty registration card. This must be completed by the buyer and within one month returned to RSC. Only upon receipt of this warranty registration card, the warranty is valid from date of delivery. This will be confirmed from RSC to the customer by email or post.
5. Warranty claims cannot be asserted, if the defects are due to a violation of operating, maintenance, handling or installation instructions, unsuitable or improper use, faulty or negligent treatment or natural wear, or the installation is carried out in a not specialized workshop or not in an authorized dealer of RS Center.
6. The goods must be inspected for any defects before installation. Claims for compensation for damage processing and assembly costs are not recognized.
7. Further damage claims, which did not occur directly on the goods / in the product, are excluded from the liability.
8. The resulting work effort, to provide the guarantee or warranty on the affected ware the guarantee applicant will be charged. This is, unless otherwise agreed in writing to pay in advance.
9. Guarantee deliveries are not paid by RS and are to be paid by the sender.
10. The warranty refers to manufacturing defects and leakage while maintaining the proper handling and according to proper installation of the product. This also assumes compliance with the supplied (and made available on our homepage to download) Installation & care instructions.
11. The warranty does not apply to damage resulting from improper handling and unprofessional installation, failure to comply with the included (and on our homepage provided for download) installation & care instructions, and are due to influences of violence used externally.
12. The warranty does not apply to complaints, which may arise after the installation of RSC Suspensions products. By changing the height and hardness of the vehicle and by the modified positions of the suspension and drive components, can be caused noise, vibration and bearing play all over the car inside and outside.
13. The warranty does not apply to complaints that may arise after the installation of RSC Suspension products. Wheel arches, wheel fairings, fenders, underbody panels and more, especially moving parts such as wheels, suspension and drive parts can affect other parts of the vehicle and perform damage.
14. The warranty does not apply to not reach the estimated possible lowering, that is specified in the product description. Also excluded from the warranty failure to achieve the wheel geometry is setting according to factory default from the vehicle manufacturer. Therefore a possible increased tire wears, and unequal arising tire profile picture is also excluded from a guarantee.

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15. All RSC coilover parts may show paint damage and corrosion during the warranty period. When operating in regions with extreme environmental conditions (high salinity, for example, near the coast and / or increased winter operation by gravel and road salt), the RSC coilover parts are exposed to many times higher loads, which can be seen in premature paint loss and corrosion. It is therefore advisable to clean or evaporate the RSC coilover parts as well as possible in such regions with every car wash. The functions of the RSC coilover parts are not impaired in their function in case of paint damage and corrosion. Paint damage and corrosion are no guarantee.
16. If there is a warranty claim, the defects must be reported immediately within the warranty period to [info@rscenter.ch](mailto:info@rscenter.ch). The following documents must also be sent:
  1. Copy of the invoice
  2. Copy of the vehicle license / vehicle registration
  3. Copy of the RSC Suspensions CH Eligibility Statement / DE Clearance Certificate
  4. RSC Suspensions Part & Serial Number  
(Location: At each RSC shock absorber or RSC chamber plate)
  5. Date of the occurrence of the complaint
  6. Specifically description of the complaint (expertly)
  7. Documented complaint with images
  8. Noise documented with sound file

RSC reserves the right, if the provided information are inadequate, or other ambiguities, to demand the goods, or if necessary, the whole vehicle. Alternatively RSC can also specify to the customer / buyer an authorized dealer / workshop from RSC for further clarification of the problem and their assessment / diagnosis. The resulting cost of transfer, work, and loss of vehicle shall be borne by the guarantee proposers.