

Warranty Information

Nelson-Rigg USA, Inc. “No Hassle” Warranty

All Nelson-Rigg products are made to the highest standards of quality and finish, providing unequalled strength, durability, and function. Our products are warranted to be free from defects in materials and workmanship during the specified warranty period. The warranty is only valid to the original purchaser of the product with an original sales receipt. Warranty eligibility is voided on Nelson-Rigg products that are purchased second hand or used. The warranty applies only when the product is used for the purpose intended and under normal conditions. Our warranty does not apply to damages caused by improper use, neglect, accidents, normal wear and tear or natural breakdown of the materials caused from the weather elements. Please note that Nelson-Rigg USA’s warranty does not cover, but not limited to, severe or extreme weather conditions (i.e.: tornadoes, hurricanes, flooding, hail, extreme snow storms, etc.). If the product is used in direct sunlight for any extended period of time, fading may occur. This will be considered normal wear. To check the length of a warranty period on any item, please reference the features tab under any product on our website.

Nelson-Rigg will repair or replace the product at our discretion if product is deemed defective. If the warranty item is not repairable and/or is no longer available or discontinued, we can replace with a similar item of the same or lesser value or apply credit for the amount paid on original proof of purchase toward purchase of a new product.

Customer is responsible for all shipping charges to return the product to Nelson-Rigg. Repaired or replaced item will be sent to the customer at no charge within the United States. Customer is responsible for all shipping charges outside of the United States. This warranty does not cover any international freight, duty or custom charges or any other costs associated with transportation of the parts or product internationally.

To submit a product for warranty:

Click on Claim Form and complete all required fields. Once submitted, an email will be sent with your Return Authorization number and instructions on how to send the item to Nelson-Rigg for the warranty evaluation. This RA # must clearly appear on the outside of the box as well as the copy of your sales receipt. Any packages returned without an RA # will be returned at senders expense. Please allow up to 14 business days upon receipt of product for the evaluation and processing.

Manufacturers’ warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.