



RUGGEDSHIELD POWERTRAIN WARRANTY

Our suspension products are engineered and built to provide years of trouble-free service. Rugged Off Road backs its outstanding suspension products with an exceptional 5 year - 60,000 mile RuggedShield Powertrain Warranty. The RuggedShield Warranty is FREE with the purchase and professional installation of any Rugged Off Road suspension product. This exclusive RuggedShield Powertrain Warranty program covers all major powertrain parts so customers can have the peace of mind that their vehicle is covered in the event of a failure related to suspension modifications. Special Terms and Conditions apply.

HOW IT WORKS

After purchasing a qualifying Rugged Off Road suspension and having it installed by a qualified professional installer, retain the proof of purchase for the product as well as any documentation regarding the installation services provided. All RuggedShield Powertrain Warranty claims must be accompanied by the proof of purchase by the original owner. That's all that one has to do and the vehicle is covered!

TERMS & CONDITIONS

RuggedShield covers the vehicle if a properly-installed Rugged Off Road suspension product causes damage to the powertrain or specified engine components on the vehicle in question. If the vehicle manufacturer denies warranty coverage on powertrain or engine components on the vehicle because a qualified Rugged Off Road suspension product caused damage to the vehicle component, Rugged Off Road will reimburse the owner for the cost to repair or replace the damaged powertrain or engine components up to five thousand dollars (\$5,000), subject to the following terms and conditions.

What Is Covered?

Engine: All internal lubricated parts, timing belt or chain, pulleys and cover; oil pump; water pump; manifolds; crankshaft damper; balancer; engine mounts; turbocharger housing, internal parts and vanes. Note: Cases, housings, engine block and cylinder heads are only covered if investigation of a qualifying claim yields evidence that such parts were damaged by the failure of an internal lubricated part.

Automatic Transmission/Transfer Case: All internal lubricated parts, torque converter, vacuum modulator.

Manual Transmission/Transfer Case: All internal lubricated parts. Note: Does not include manual clutch, pressure plate, throw out bearings, pilot bearing or bushing, clutchmaster or slave cylinders, bellhousing.

Rear-Wheel Drive: All internal lubricated parts, supports and U-joints, axle shafts and wheel bearings.

Front-Wheel Drive: All internal lubricated parts, axle shafts, constant velocity joints, front hub bearings.

What Is Not Covered?

RuggedShield covers only those items listed under the “What is Covered” section, and does not cover the following: Incidental or consequential damages or loss caused by breakdown of components (or otherwise) including property damage, personal injury, inconvenience, loss of vehicle use and commercial loss, including any rental or towing expenses which may be incurred.

Normal wear and tear to any vehicle part or component, including normal wear and tear any installed Rugged Off Road product.

All vehicle parts or components or property either exterior, interior or otherwise not listed under the “What is Covered” list are excluded from this limited warranty.

Repairs that would be covered by the vehicle original manufacturers’ warranty are not covered unless written evidence is submitted that a claim made under the original manufacturers’ warranty was denied due to installation of, and/or damage caused by, a qualifying Rugged Off Road suspension product.

Repairs required because of collision, operation without proper or reasonable vehicle maintenance (including neglect), negligence, abuse/misuse of vehicle under vehicle manufacturer’s recommended vehicle operation or of Rugged Off Road products under Rugged Off Road’s product installation instructions or product usage recommendations, breakdown or failure of any vehicle parts or components not specifically listed under the “What is Covered” section, overheating, road conditions, alterations/ tampering, racing (either within or outside

a coordinated and legal event), accidents, fires, floods, riots, acts of God, vandalism, upset, theft, incorrect fuel type, low fluid levels, abuse through towing or improper load capacity, abuse through continued operation of an impaired vehicle, or any other losses not specified under the "What is Covered" section.

Service adjustment(s) or cleaning(s), carburetor, throttle body assembly, radiator or fan parts and components, fuel system (including any and all fuel pumps, injectors or other components), air conditioning/heating/climate control devices (all components and services including recharge, refrigerant, coolant), battery and battery cables, belts, hoses, brakes (including all hubs, drums, shoes, linings, rotors and brake pads), any and all exhaust system parts and components (including catalytic converter, DPF), any and all filters, fluids, and lubricants, any and all lights and or lighting components, manual clutch disc, strut studs, any and all maintenance fees or costs or shop supplies including hazardous waste removal or any other mechanical/maintenance services performed either professionally or by the RuggedShield warranty holder. Excessive oil or fuel consumption, loss of compression or power, or gradual reduction in operating performance after purchase, any repairs or actions taken on vehicles whose mileage has been altered or whose odometer has been tampered with, if repairs are/were performed by someone other than the seller.

COMMERCIAL USE EXCLUDED - RuggedShield is not intended for use on, nor valid on vehicles that are used for commercial purposes. Any and all commercial use is excluded and will void RuggedShield coverage. Coverage Period: This RuggedShield warranty is limited to the first 5 years or 60,000 miles of the vehicle's life, whichever comes first. RuggedShield does not replace the factory warranty during this period when in effect.

ADDITIONAL TERMS

Installation: RuggedShield is valid only if the product was installed by a qualified professional mechanic in accordance with the applicable Rugged Off Road installation instructions, and the vehicle owner adhered to Rugged Off Road recommendations as to tire/wheel size and followed any and all Rugged Off Road product maintenance recommendations. Proper installation of all Rugged Off Road products includes the requirement that any installed aftermarket tire does not have contact with the vehicle body or suspension components; installed tires should not have contact with anything other than the road surface. The determination of proper installation will be made at the sole discretion of Rugged Off Road/RuggedShield or its authorized repair technician in the event of a claim.

Vehicle Maintenance: Failure to perform the vehicle manufacturer's recommended maintenance voids RuggedShield protection. All necessary vehicle powertrain and engine maintenance must be performed in compliance with OEM recommendations and by a dealer or ASE certified mechanic. All necessary maintenance to the installed Rugged Off Road product must be performed in compliance with the applicable Rugged Off Road maintenance instructions and recommendations. Abuse or misuse of the installed Rugged

Off Road product voids RuggedShield protection. In the event of a claim, complete maintenance records of the vehicle, including receipts of purchased and installed Rugged Off Road product as well as proof of mileage and any additional services performed must be kept by the vehicle purchaser and made available to Rugged Off Road upon request. Any attempt to tamper with the vehicle's odometer reading, or otherwise misrepresent the actual mileage of the vehicle, voids RuggedShield protection. Failure to follow the recommendations for maintenance and care of your qualified Rugged Off Road product(s) voids RuggedShield protection.

Non-Transferrable: The coverage provided by RuggedShield applies only to the covered vehicle while owned by the original purchaser of the qualified Rugged Off Road suspension product whose name appears on the submitted and approved warranty registration.

No Implied Warranty: Unless such exclusion is prohibited by law, this RuggedShield warranty makes no warranty or guarantee other than expressly provided herein, and excludes any and all implied warranties of merchantability and fitness for a particular purpose.

Applicable Law: This RuggedShield warranty shall be construed, interpreted, and enforced in accordance with the laws of the state of Nevada. Any action or proceeding to enforce the terms of this warranty shall be brought solely in a court of competent jurisdiction in the state of Nevada, and Rugged Off Road customers covered by the RuggedShield warranty consent to the personal jurisdiction and venue of such court.

CLAIM PROCESS

If repairs under this warranty are needed, you must deliver your vehicle to your vehicle's factory authorized repair facility, and contact the RuggedShield Claim Administration Office at 800-549-4620 ext 203. Claims for RuggedShield warranty coverage must be made within 30 days of the manufacturer's denial of warranty coverage.

All claims are subject to a non-refundable \$100 claim processing fee. The claims processing fee must be paid, and all claims MUST be authorized by the claims office before any repair is performed or any benefits are paid under the RuggedShield warranty.

Please be prepared to supply detailed information, including documents and images of the vehicle, and proof of the vehicle manufacturer's denial of warranty coverage, so that the representative can evaluate how to help you. All claims must be presented to a RuggedShield claim representative before any repairs are conducted. A RuggedShield claim representative will evaluate the claim and make arrangements with a facility of their choice to inspect and evaluate the vehicle. No repairs will begin without an inspection of the vehicle by a RuggedShield claim representative or an authorized repair facility. No amount shall be paid for repairs that are

not authorized by a RuggedShield claims representative. Upon approval of a claim, Rugged Off Road will arrange for payment for repairs under this warranty to be made directly from Rugged Off Road to the selected repair facility upon completion of approved work.