



FARAD WARRANTY POLICY

Offering its consumers products that satisfy the highest quality and certification criteria in the automotive industry has always been Farad's commitment.

What's that?

Farad reserves the right to:

- Repair the item covered by the terms of the warranty
- Replace the item if the damage or defect cannot be repaired
- If the item cannot be replaced with the same model, provide a comparable product of equal value.

For how long?

Depending on the product, the Farad warranty can cover any defects or damages associated with it for a certain number of years. Below is the table with the years of validity of the warranty.

PRODUCT	VALIDITY
Bolts: Flower Lock, Stil Bull, Locky, Locket	2 years
Bolts: Starlock, Galaxylock	5 years
Roof Boxes	5 years
Roof Bars	3 years
Bike Carrier	3 years
Wheel Cover	2 years
Wind Deflectors	2 years

What is not covered?

- Items that are damaged beyond repair due to normal wear and tear; also, materials and colors may naturally deteriorate with time and use.
- Damages to the vehicle or the user's cargo (or a third party), resulting from an accident, poorly secured loads, vehicle breakdowns on which the Farad product is placed, or modifications or repairs not carried out or approved by Farad.
- Issues resulting from circumstances outside of Farad's control, such as misuse, overloading, neglecting to secure the load, incorrect installation, or using the product in violation of written instructions or guidelines supplied by Farad and either included in the product's packaging or made available to the original purchaser on the www.faradworld.com website.
- Transport or handling-related damages
- Damages resulting from weather-related events or uncontrollable circumstances.
- Carelessness or imprudence

*The costs associated with product assembly, removal, and maintenance are not covered by Farad.

What is necessary?

In order to initiate a warranty procedure for a Farad product, the original customer is required to present partly or in total the following material at the shop (or dealer) where the purchase has been made:

- Explanation of how the issue occurred.
- Photos of the product or labels that identify it.
- Lotto production numbers
- Photos of the part that is damaged or missing.
- Photos relating to the installation of the product.
- In the event of roof bars or deflectors issues, it is imperative to provide manufacturer and production year of the vehicle.
- The proof of purchase for the product.



Please note:

Each defective product, before proceeding with refunds, must first be analyzed by our technical offices.

The original customer will need to cover the expenses of sending back the product and provide the purchase proof to the store where the product was bought if a thorough analysis of the product/component is necessary.

It is always important to send a copy of the shipping documents with noted reservations for any issues that arise during transportation.