
WARRANTY POLICY

The standard warranty coverage for Velvac manufactured parts is twelve months from the date of sale to end-user or twenty-four months from date of manufacture which ever comes first. The standard warranty coverage for non-Velvac manufactured parts is twelve months from the date of sale to end-user. A longer warranty period may apply if stated in the current Velvac Product Catalog.

The warranty coverage for the chrome finish on Velvac chrome-plated recreational vehicle mirrors is twenty-four months from the date of sale to the end-user or thirty-six months from the date of manufacture which ever comes first.

This warranty covers all defects in material or workmanship for new Velvac Products, which under normal use or service are proven defective after factory evaluation. If proven defective, Velvac will replace, ground freight pre-paid, with a new part or issue full credit for the part, plus incoming freight charges. If Velvac personnel find that a product is not covered under warranty or is found to function normally, the product will be disposed of per the customer's request when the Return Goods Authorization (RGA) number was obtained. Customer will be informed and no credit will be given.

The warranty does not extend to any products, which have been subject to misuse, accident, improper application, improper installation or improper maintenance; nor does it extend to products, which have been repaired or altered outside of Velvac's plant. Damages caused by inadequate packaging or mishandling of return shipments is not covered under warranty. This warranty does not cover charges for installation, labor, travel, consequential damage, loss of time or other incidental charges. Broken mirror glass is not warrantable.

Credit or replacement of the part is the exclusive remedy for products found to be defective under this warranty. This warranty is in lieu of all other warranties, including any implied warranty of merchantability or fitness for a particular purpose. All decisions made by Velvac regarding product warranty are final.