



IMMI Vehicle Improvement Products, Inc. (IMMI VIP) General Warranty Policy 10-20-2020

What is covered?

IMMI VIP warrants each product to be free from defects in material and workmanship under normal usage for a period of one year from the date of original shipment from IMMI VIP. Genuine wood and/or fully or partially leather-trimmed steering wheels are covered for a period of six months. Normal wear and tear is excluded. In the event of such defects within the warranty period, IMMI VIP will, at its option; issue credit or replace the product without charge.

What is not covered?

The warranty stated here is the only warranty given by the company with respect to the product. IMMI VIP makes no other warranties, express or implied. The company specifically disclaims all other warranties, express or implied. The remedy described in the first paragraph of this policy shall constitute the sole and exclusive remedy for breach of warranty. This warranty shall be invalidated by any abuse, misuse, misapplication, improper installation or improper maintenance or alteration of the product. IMMI VIP shall not be responsible for any incidental, special or consequential damages, including without limitation, lost profits or the cost of repairing or replacing other property which is damaged if this product does not work properly, other costs resulting from labor charges over which the IMMI VIP has no control.

To initiate a claim:

To initiate a claim, you must contact an IMMI VIP Customer Service Representative or the IMMI VIP Quality Department to receive an RMA number. All materials subject to warranty claims must be returned to IMMI VIP for part analysis. If the product is being returned it must have an issued RMA number on the returned shipping documents. Materials returned without an RMA number will be refused delivery at our dock. IMMI VIP will communicate the findings by either email or issuing credit.

Gary E. Santos | Quality Manager/CQ Lead Auditor
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