

## **Tough Touring Racks and Brackets Care and Warranty Policy**

Any Bracket or Rack Built by Us is offered a Money back refund in the event of it not fitting your vehicle or manufacturing fault.

Simply Return the item - and you will be refunded.

In the event of you Modifying our components to suit your vehicle or to 'Make it fit' We support all Mods, but do not offer compensation for your time or travel to achieve the results you want. We would advise that if your part doesn't suit your needs - return it and advise us why - It helps us continue the development of the particular part - and you may find that it is suitable for you once it gets further down development and is easier to use (Version 6 and After).

**\* Tough Touring Brackets are often completely unique and as First Designs, we release our components to market carefully in 'development in stages'**

**To Ensure the component your buying is within your scope of fitting / engineering skills - Please see Stages Listed below.**

We release Brackets and Racks in limited release numbers until we have enough time/ numbers out on the tracks to establish total reliability and best installation practice for Professional Vehicle fitters and home mechanics.

The stages of release are fully explained here on our website - <https://www.toughtouring.com.au/about-1>

SUMMARY BELOW:

### **Version 1 - PROTOTYPING**

Our First Hand made Prototype to allow accessory to be fitted to a previously unfittable combination. (We make the component using basic Workshop tools, welders, grinders) - No computerised Laser etc. Testing Shapes, Strength and fitting (NOT FOR CUSTOMERS) -

### **Version 2 – IN HOUSE TESTING**

Improvement and development after success with Version 1. Component is re-drawn using Computer aided design, Typically we replace Working Prototype with a VERSION 2 Prototype. In some cases a Version 2 will be the 'Testing' prototype of an already later version of design in operation at higher version on other vehicles or racks. Version 2 is the first version fitted for testing on our own test vehicles or in some cases customers vehicles that need the bracket or rack and will participate in post installation feedback - (TESTING VERSIONS).

### **Version 3 – 5 – FIELD TESTING**

Rebuild, re-manufacture of version 2 prototypes over several vehicles and combinations of racks / awnings / tents. Each time a re-design is modeled, an updated variant removes or improves the bracket. Improvements can be: Removing / Modifying to prevent any Unexpected Fouling on other brand Accessories, Addition of additional fixing positions to make the kit more adaptable to more uses. improvements in ergonomics, improvements in fitting / ease of use by improving design and adaptability (TESTING VERSIONS IN MARKET / MULTIPLE VEHICLES, Multiple Accessorys / Brands)

### **Version 6 – READY FOR GENERAL RELEASE.**

Version 6 is where we are fairly comfortable that the product can be fitted easily by the home handyman with no special tools or equipment required. There should be pretty much no surprises. (PROVEN DESIGNS - GENERAL RELEASE) - Over 20 already in Use on Customers vehicles without failure or complaint across a wide variety of Brands and Applications.

### **Version 7 and onwards**

Enhancements over time of proven brackets and kits to include updates in line with new product updates. (UPDATES TO PRODUCTS ALREADY IN GENERAL RELEASE STAGES)

## **ALL TOUGH TOURING PRODUCTS ARE COVERED BY CONDITIONAL 12 MONTH BACK TO BASE WARRANTY**

### **12 MONTH WARRANTY - WHAT IT COVERS**

\* Mechanical Failure in first 12 months

### **12 Month WARRANTY – WHAT IT DOESN'T COVER**

- Damage to Any Items Stored or Fixed to the brackets or rack that may be damaged as a result of failure
- Travel costs involved in transportation of tents to Base for Repairs or Warranty repairs
- Any Associated expenses incurred as a result of not being able to Use the Brackets or racks. (Meals, Hotels, Accommodation etc)
- Liability for costs incurred in repair or replacement of faulty Rack or Bracket cannot exceed the purchased price paid for Item – regardless of the money or Modifications spent on it after purchase. Or the Items the bracket or Rack was carrying at the time of failure

- Rub marks on Rack Planks Or other componentry on the vehicle.
- Cracks / or damage to the component or Accessory it is fixed too caused by incorrect Use or Overloading.
- Removal and or Re-Installation of Brackets or racks or other accessories that require to be removed to repair or replace a faulty or failed component.
- Damage occasioned to the vehicle as a result of component failure.