www.vbandp.com

# FIBERGLASS SPRING WARRANTY

Vette Brakes & Products, Inc. warrants to the original purchaser the composite spring sold by us to be free from defects in material and workmanship for a period of five (5) years from purchase under normal use and service, if and only if, the spring has been properly installed and operated. This warranty does not cover failures due to excessive heat exposure or other abuse.

Our obligation under this warranty shall be limited to the repair or exchange of the springs, F.O.B. point of manufacture, only if the defective spring is returned, complete with hardware, to Vette Brakes & Products, Inc. at 7490 30th Avenue North, St. Petersburg, FL 33710.

THE WARRANTY PROVIDED IN THE ARTICLE AND THE OBLIGATIONS AND LIABILITIES OF SELLER THEREUNDER ARE EXCLUSIVE AND IN LIEU OF AND BUYER HEREBY WAIVES ALL OTHER REMEDIES, WARRANTIES, GUARANTIES OR LIABILITIES, EXPRESS OR IMPLIED, ARISING BY LAW OR OTHERWISE (INCLUDING WITHOUT LIMITATION ANY OBLIGATIONS OF THE SELLER WITH RESPECT TO FITNESS, MERCHANTABILITY AND CONSEQUENTIAL DAMAGES) OR WHETHER OR NOT OCCASIONED BY SELLER'S NEGLIGENCE. THIS WARRANTY'S SHALL NOT BE EXTENDED, ALTERED OR VARIED EXCEPT BY A WRITTEN INSTRUMENT SIGNED BY SELLER AND BUYER.

**To receive full benefit of the warranty, the following steps must be completed:**

Fill out the warranty registration upon purchase of product(s) and mail to Vette Brakes a Products, Inc. 7490-30th Avenue North, St. Petersburg, FL, 33710. Warranty cannot become effective unless this registration is received by us.

Call Vette Brakes a Products, Inc., (727)345-5292, and receive a Return Authorization Number within 30 days of when product first malfunctions.

Return product(s), along with a copy of the original purchase invoice to Vette Brakes & Products, Inc. at above address. Ship the container to us freight prepaid. We will not accept C.0.D.shipments under any circumstances! NOTE: The Return Authorization Number must be clearly displayed on the outside of the box containing the returned product(s).

After the product(s) is evaluated, repaired, or replaced. It will be returned to the customer and rewarrantied. Return shipping charges, plus any applicable handling, refurbishing or return charges must be either prepaid by the customer or paid by C.0.D.

## WARRANTY REGISTRATION

To be completed by owner: (Please type or print clearly)

Customer Number_____ Date Purchased_____

Vehicle Owner's Name_____

Complete Mailing Address: _____

City: _____ State: _____ Zip: _____ Phone: (  )_____

Product Information

Product/Kit Description: _____ Catalog #_____

Installed by:_____ Date Installed:_____

City: _____ State:_____ Zip:_____

Dealer's Name: _____

Dealers Address: _____

## CUSTOMER QUESTIONNAIRE

Please help us serve you better by completing the following questionnaire .

SERVICE:

1. Initial contact:
   ( )Trade Show ( )In- house ( )Telephone
2. First impression:
   ( )Excellent ( )Good ( )Poor
3. Order/Sales assistance:
   ( )Excellent ( )Good ( )Poor
4. Technical assistance:
   ( )Excellent ( )Good ( )Poor
5. Employees courtesy/helpfulness:
   ( )Excellent ( )Good ( )Poor
6. suggestions to improve customer relations and/or service:

_____

PRODUCT:

1. Was product shipped/received promptly?
   ( )Yes ( )No
2. Condition of package when received:
   ( )Excellent ( )Good ( )Poor
3. Initial impression upon receipt:
   ( ) Excellent ( )Good ( )Poor
4. Installation instructions:
   ( ) Excellent ( )Good ( )Poor ( )Incomplete
5. Installation of product:
   ( ) Excellent ( )Good ( )Difficult( )Impossible
6. Actual time spent on installation:
   ( )1 Hour ( )2 Hours ( )1/2 Day ( )Other_____
7. Did the product improve handling as much as you expected?
   ( ) More ( )As expected ( )Less ( )Not at all
8. Would you purchase this product again for another car?
   ( ) Yes ( )No
9. Would you recommend this product to a friend?
   ( ) Yes ( )No
10. What improvements could be made on this product?

    _____

11. In your opinion what is this products most valuable asset?

    _____

12. Since installation, has this product given you any trouble?

    _____

13. What is your overall opinion of this product?

    _____

14. From what source did you hear of our line of products?

    _____

15. What products should be added to our present line?

    _____