



# RIDEWELL SUSPENSIONS

The Engineered Suspension Company

[www.ridewellcorp.com](http://www.ridewellcorp.com)

P.O. Box 4586  
Springfield, MO 65808

800.641.4122  
417.833.4565  
417.833.4560 (fax)

## Ridewell Warranty Claims Process

All warranty work must have prior written approval from the Ridewell warranty department.

All warranty claims must be submitted with the following information for the claim to proceed:

- Manufacturer and type of trailer or type of truck and the installer of the suspension.
- VIN of the vehicle and in-service date of the suspension.
- Model and serial number of each suspension being considered for warranty repair.
- Clear photos of the failure.

All invoices submitted for payment must be itemized with the VIN clearly stated on the invoice and must be received by Ridewell within 30 day of the completion of the repair.

All parts must be held until the warranty claim is closed. If parts must be returned for warranty evaluation, an RMA will be issued and the parts are to be sent pre-paid. If warranty is approved the shipping cost will be reimbursed.

Ridewell has sole discretion to approve or deny a warranty claim or authorize the repair or replacement of parts.

No-charge parts provided under warranty will only carry the remainder of the suspension warranty. And all parts provided as good will or policy adjustment will carry no warranty. The use of aftermarket parts will void the remainder of the component warranty.

*To submit a warranty claim please contact the Ridewell warranty department at [warrantydepartment@ridewellcorp.com](mailto:warrantydepartment@ridewellcorp.com) or at 800-641-4122 ext 135*