



## LS2 Helmets US Consumer Apparel and Glove Warranty

Only LS2 apparel and gloves purchased from authorized LS2 dealers within the United States are covered by this warranty. LS2 apparel is warranted to be free of defects in material and workmanship to the end consumer for a period of 1 years from purchase, and LS2 gloves are warranted to be free of defects in material and workmanship to the end consumer for a period of 2 years from purchase. This warranty applies to the original purchaser only and is non-transferrable. **It does not cover normal wear and tear**, abuse, alterations, or crash damage.

We recommend the consumer inspect the garment or gloves at the time of purchase and operate any and all features such as zippers, vents, liners, fasteners, pockets, etc. Before each use, visually inspect the garment or gloves, to be sure they are in good condition. Look for visible damage such as tears, scuffing, etc.

Our goal is to make the warranty process as seamless as possible while ensuring that we can track your garment or gloves throughout our process and see it safely and securely back into your hands. To submit a warranty request, follow these steps.

- Consumers must submit a Warranty Request Form from our website or call LS2 Helmets US to request warranty approval.
- Requests for warranty must include photos of the area in question and of the item itself.
- Proof of purchase may be requested.
- Warranty Request Forms must also include a note explaining the reason for the return, as well as contact information from the consumer.
- Upon approval we will provide a return request form and a shipping label. The Return Request form must be included in the box being returned.
- Returned product will be evaluated and if deemed defective in materials or workmanship, will be repaired, or replaced at the sole discretion of LS2 Helmets US.
- Items added to the garment, such as but not limited to, back protectors or hydration packs, must be removed before it is warrantied, and are not covered by this warranty. We are not responsible for non-LS2 items and cannot guarantee the return of these items.
- LS2 Helmets US will check returned goods to know if they have been cleaned by the end user for hygienic reasons, if it is found otherwise, they will be sent back at consumer's expense.

In the event that a product is still covered and returned for warranty but is no longer available, LS2 Helmets US will do its best to offer a suitable replacement of equivalent value. In the event that a replacement is deemed necessary, and the helmet was purchased at a sale price, the replacement item offered will be of approximately the same value as was paid for the original item, not necessarily an equivalent model.

### **Modifications to Apparel or Gloves VOIDS WARRANTY**

LS2 Helmets US is not responsible for any form of alteration that was not a part of the original item, and we cannot repair an item that has been altered in any way. We will in no way accept responsibility for any alteration or material that was not part of the original product as delivered by the factory, nor for any modification that affects the integrity of said item. We advise against and do not approve any modifications to our products.

- Modifications are not covered and are emphatically discouraged. LS2 Helmets US products function correctly only in their original condition and when worn correctly. Our apparel and gloves are safety tested in their original manufactured condition. LS2 Helmets US cannot

guarantee the performance of any of our products that has been modified from the original condition in any way.

Modifications are at the consumers risk and may void the warranty and liability insurance. By making or allowing any modification to the apparel or gloves, the consumer acknowledges and accepts all responsibility and all risk for the performance of that product. Any addition or modification that changes the structure and/or integrity of the apparel or gloves in any way **voids this warranty**. Any type of force drying or using any source of heat **VOIDS WARRANTY**.

### Care and Maintenance

A care instruction tag is included on each garment and pair of gloves. Follow these guidelines to achieve the best maintenance routine. To spot clean a garment, use mild soap and warm water. Allow to air dry. Outside sources of heat may harm the garment and could melt or distort the materials. Solvent based cleaning products should not be used and will void your warranty. DO NOT rest your garment on a hot exhaust or engine as both can damage this product. The following will void the warranty:

- Incorrect handling of the garment
- Negligence or carelessness in caring for or maintaining the product

### Proper fit

Proper fit is an important part of the performance of any motorcycle protective garment or gloves. The garment or gloves should not be too tight nor too loose, no discomfort should be felt when in a normal riding position and you should easily be able to reach and manipulate the rider controls. A tape measurement is a good starting point, but the consumer MUST try on a garments and gloves prior to riding to check for proper fit and proper protector positioning. We highly recommend that an authorized LS2 retailer properly and professionally fit you in-person. Just like running shoes, you may require a different size than you may find in another brand. **Issues like pressure points, fit, comfort etc., are highly subjective and are not considered defects, nor are they warrantable items.** For more information on proper fit go to the LS2 Helmets US website at [www.ls2usa.com](http://www.ls2usa.com).

### Buy with confidence from an Authorized LS2 Helmets US Retailer.

Only authorized dealers are permitted to sell LS2 Helmets products in the United States. Non-approved dealers selling LS2 apparel or gloves are considered "gray market." Products purchased from retailers outside the U.S. are also considered "gray market." We have no way of knowing if the products sold by them are genuine LS2 products. These "gray market" products may not be properly tested, and they are not covered by the LS2 Helmets US Consumer Warranty or liability insurance.

Do not buy LS2 products via the web from sources outside the US. Your best protection is to buy from an authorized US dealer. Products purchased from non-authorized dealers, including products purchased from retailers outside of the United States, are not covered by the LS2 Helmets US Consumer Warranty, insurance, or any other LS2 service.

Visit our website to submit your Warranty Request: <https://www.ls2usa.com/warranty-request>

For questions please contact: 630-236-2366

Email: [CSR@LS2helmets.us](mailto:CSR@LS2helmets.us)

*These terms and conditions are effective December 15, 2022 and supersede any earlier versions.*

*LS2 Helmets US reserves the right to amend these terms as needed.*

*Call LS2 Helmets US for the latest information regarding terms and conditions.*

ALLWIN POWERSPORTS CORP.  
2255 White Oak Circle, Aurora, Illinois 60502  
Tel: 630-236-2366 Fax: 630-236-2367