



LS2 Helmets US Consumer Warranty

Only LS2 helmets purchased from authorized LS2 dealers within the United States are covered by this warranty. LS2 helmets are warranted to be free of defects in material and workmanship to the end consumer for a period of 2 years from purchase or 3 years from date of manufacture. Some models of LS2 Helmets have a 5-year warranty, and these models have the 5-year notice on the original package. Other aspects of the 5-year warranty are identical to the 2-year warranty and are included here. This warranty applies to the original purchaser only and is non-transferrable. **It does not cover normal wear and tear**, abuse, mounting of non-LS2 accessories such as, but not limited to communication systems or cameras, or crash damage.

We recommend the consumer inspect the helmet at the time of purchase and operate any and all features such as shields, vents, sun shields, chin straps, etc.

Our goal is to make the warranty process as seamless as possible while ensuring that we can track your helmet 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 helmet, such as but not limited to, communication devices or cameras, must be removed before helmet is warranted, and are not covered by this warranty. We are not responsible for non-LS2 items and cannot guarantee the return of these items.

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 helmet offered will be of approximately the same value as was paid for the original helmet, not necessarily an equivalent helmet model.

Modifications to Helmets VOIDS WARRANTY

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

- Modifications to the helmet, including but not limited to, custom painting or addition of non-approved decals are discouraged, and may void the warranty. Modifications are not covered and are emphatically discouraged. Some glues and paints can adversely affect the original materials of the helmet and could cause it to lose its effectiveness.
- Helmets are safety tested in their original manufactured condition. LS2 Helmets US cannot guarantee the performance of a helmet that has been modified from the original condition in

any way.

- **Do not drill the shell or EPS or alter the shell or EPS 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 helmet, the consumer acknowledges and accepts all responsibility and all risk for the performance of the product. Any addition or modification that changes the structure and/or integrity of the helmet in any way **voids this warranty**. Force drying a helmet using any source of heat **VOIDS WARRANTY**.

Care and Maintenance

Use mild soap and warm water to clean your helmet. When washing a helmet with a removable liner, remove the liner and wash with mild soap and rinse thoroughly. Allow to air dry. Outside sources of heat WILL harm the EPS and could melt or distort the comfort padding. Petroleum products should not be used on your helmet and will void your warranty. DO NOT rest your helmet on a hot exhaust or set it above the gas cap as both can damage this product.

Proper fit

Proper fit is an important part of the performance of a motorcycle helmet. Head size and shape vary widely and there are assorted internal head forms available from most manufacturers, including LS2 Helmets US. A tape measurement is a good starting point, but the consumer MUST try on a helmet prior to riding to check for proper head shape and a snug fit. 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, noise levels, etc., are highly subjective and are not considered defects, nor are they warrantable items. Fit and comfort are not warranty items.** For more information on proper fit go to the LS2 Helmets US website and follow this link to review how to fit your helmet properly.

www.ls2usa.com/sizing

Buy with confidence from an Authorized LS2 Helmets US Retailer.

Only authorized dealers are permitted to sell LS2 Helmets in the United States. Non-approved dealers selling LS2 helmets 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. They 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. These products are likely not legal to use in the US. If the helmet does not have an approved DOT FMVSS 218 decal permanently affixed to the lower rear of the shell, they are not legal to be used in the United States. Some unscrupulous retailers fake DOT stickers. 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

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.

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