

WARRANTY CONDITIONS



Dr. Jekyll & Mr. Hyde®

THE EXHAUST

Disclaimer Dr. Jekyll & Mr. Hyde Extended warranty

The Extended warranty period of 2 years is applicable to all Dr. Jekyll & Mr. Hyde exhaust systems sold and registered after January 1 2017 at a licensed Dr. Jekyll & Mr. Hyde dealership. Every Dr. Jekyll & Mr. Hyde exhaust system is granted 2 years of full factory warranty which can be expanded by adding two years of extended warranty.

Validity of the Extended Warranty

The Extended Warranty is valid for a period of two years on top of the original warranty. When purchased the Extended Warranty will become valid two years after the purchase date of the exhaust system it is registered to with a validity period of two years.

Transferability of the Extended Warranty

The extended warranty is exhaust and bike specific and is therefore only transferred to a new owner when the exhaust is installed by an official Dr. Jekyll & Mr. Hyde dealer and sold in combination with the bike. After installation the new owner can apply for a new owners card to claim the remaining Extended Warranty period.

Extended warranty: included parts

For all Dr. Jekyll & Mr. Hyde products the extended warranty terms and conditions are applicable as described in the document "The Jekyll and Hyde Company Extended Warranty terms". The Extended Warranty is applicable to and limited to the following parts:

Exhaust body extended warranty

2 years of extended warranty on rusting through from the inside out.

Electronics extended warranty

2 years of extended warranty on electronic parts including the control unit, wiring, and switches.

Adjuster extended warranty

2 years of extended warranty on servo motors and their attached cables. The Jekyll and Hyde Company Extended Warranty terms

In the following sentences The Jekyll and Hyde Company is mentioned as J&H.

1. Terms: Owners of a J&H exhaust system have the option to add 2 (two) years of Extended Warranty to the included 2 (two) years Warranty within 1 (one) year of the purchase of the exhaust system.
2. Purchase Extended Warranty: Owners of a J&H exhaust system can purchase the J&H Extended Warranty through official J&H dealers.
3. Exhaust specific Extended Warranty: 1. The Extended Warranty is exhaust and bike specific and will be registered to the owner of the exhaust using the specific order details unique to each exhaust system. 2. Extended Warranty is not transmittable to other J&H exhaust systems. 3. When the exhaust system is sold separately, the extended warranty will expire.
4. The exhaust system of J&H is guaranteed of two years of Extended Warranty (on top of the standard two years of Warranty) if the following conditions are met: 1. The engine of the bike has to function as original, that means that the air/fuel ratio has to be tuned properly, for example not to poor. 2. The exhaust system has to be original, for example: no welding joints (besides the catalytic converters), original electronics without interferences. 3. The exhaust system needs to be used for its original purpose. 4. The exhaust system needs to be cleaned following our cleaning instructions which are attached to The Jekyll and Hyde Company Extended Warranty terms. 5. The exhaust system has to be installed by an official J&H dealer according to our installation manual. 6. The warranty of the surface finish of the exhaust body expires when additional items are tightened to the body, for example OEM exhaust shields
5. The following components are granted 2 years of Extended Warranty: 1. The stainless steel exhaust body 2. The Endcaps 3. The Smartbox control unit. 4. The Blackbox control unit. 5. All electrical wiring. 6. The control switch. 7. The servo motors. 8. The adjuster cables.
6. The Extended Warranty will not apply to any exhaust system in the following cases: 1. Noncompliance with the above mentioned conditions. 2. The exhaust system is overheated by improper use or due to a tuning or deferred maintenance of the engine. 3. The exhaust system is damaged by causes beyond the control of J&H. 4. Electrical interferences caused by: improper installation and/or failures caused by the motorcycle or other accessories that are installed on the motorcycle. 5. Damage caused by the incorrect installation of shields or header sets. 6. In case the exhaust has been abused, misused, improperly stored, used for racing or competition of any kind.
7. The following are excluded from our Extended Warranty: 1. Discoloration of the chrome parts. 2. Discoloration of the coated parts. 3. Discoloration of the polished parts. 4. Discoloration of the stainless steel parts 5. Peeling and scaling of the chrome parts. 6. Peeling and scaling of the coated parts
8. When the exhaust system is repaired or replaced by us in the extended warranty period the following conditions are valid: 1. On replacement of mechanical parts within the Extended Warranty period the warranty on the replaced parts is valid throughout the remaining period of the Extended Warranty validity of the system.
9. Service: 1. The service of J&H is still available after the Extended Warranty period, albeit possibly at a fee depending on the issue. 2. Repairs done after the warranty period are included with 1 year of warranty with the conditions described in paragraph 1.

Dutch law applies to these terms & conditions. The terms and conditions are attached to each order and are handed out to all end users when receiving their J&H exhaust system.