



Return Policy

Product is not returnable without written or verbal consent of VSI, LLC (VSI). To return product to VSI, obtain a Returned Material Authorization Number (RMA #) by contacting either a Customer Service Representative or the Quality Manager. Be sure to include the part number, reason for return, and VSI invoice number when obtaining the RMA Number. The RMA number must appear on the shipping container. If the products returned can be salvaged and/or re-sold, VSI will issue a credit *less* a 25% restocking fee. Only current items in their original packaging are subject to return. It is the customer's responsibility to pay for freight costs associated with returning product. All unauthorized returns will be returned to the customer at customer's expense.

Warranty Policy

VSI warrants its product to be free from defects in materials and workmanship for a period of one year from the date of sale to the end user or 100,000 miles –whichever comes first.

To obtain warranty service, return the part in question for analysis. To return the part, obtain a Returned Material Authorization Number (RMA #) by contacting either a Customer Service Representative or the Quality Manager. Be sure to include the part number, problem description and VSI invoice number when obtaining the RMA Number. ***VSI needs to inspect the part to determine the cause of the failure before the claim may be honored.*** Inspecting the failed parts helps to determine what failed and how this failure occurred. VSI will allow 30 days from the RMA release day to receive part(s), if not received within those 30 days the RMA request will be cancelled. After an RMA is received any inquiry sent from VSI must receive a response within 5 business days or the RMA will be deemed closed.

If it is found that the failure is VSI error (due to material or workmanship), VSI will issue credit for the price of the part or send a replacement part at no charge, as well as issue credit for any associated labor and freight.

VSI will honor a warranty claim if the following conditions are met:

- Complete claim information is provided. Claim must include part number, problem description and VSI invoice number;
- Correct part (and complete set, if applicable) is returned for analysis. At minimum one OEM key from truck in question or chassis identified in warranty claim must be sent with the part(s) for analysis.

VSI will not honor a warranty claim due to any of the following:

- Insufficient claim information (missing or incorrect part number, problem description or VSI invoice number);
- Wrong part and/or insufficient parts are returned for analysis (including non OEM key);
- Part is working properly / no defect found (i.e., part returned for analysis could be re-installed in a vehicle);
- Part was damaged due to vandalism;
- Customer damaged the part (foreign object used or stuck in lockset, key cut to wrong key code by someone other than VSI and forced into lockset, poor packaging prevents functional testing, contaminated with silicone or any type of caulk (VSI locks are not intended to be caulked in any manner), etc).
- Customer self-diagnosing and repairing of part(s) without approval of VSI.