

## Lift Kit Installation at Alpha Auto Repair

### Re-Torques

Each Lift Kit Manufacturer recommends the purchaser have all Suspension Lift Kit Components (including Level Lifts), be re-torqued at 500 miles, 1500 miles, and 3000 miles. This also helps keep your Warranty valid. If you purchase the lift yourself and have the install done by Alpha Auto Repair, you will be charged \$88.99 for *each* re-torque you have done with us.

If you purchase the Lift Kit through us, those re-torques are **FREE!**

### Pre-Lift Inspection

It is our Policy to do a *Pre-lift Inspection* prior to any installation of a Lift Kit (*there may be some exceptions - Mileage and Year of Truck is taken into consideration*). This is to make sure no parts have to be replaced before install (i.e... sway bar bushings, tie rods, etc.) If anything needs to be replaced, it must be done prior to installation! Otherwise, it will affect the Lift Kit and our Alignment shop **will not** be able to do the Laser Alignment after Install has been completed. If you have the Pre-Lift Inspection done and you decide that day to move forward with the Lift Kit install, we do not charge you for the inspection. If you decide to wait on the Lift Kit, you owe us \$68.99 for the checkout fee. Once you have decided to do the Lift Kit, we require a **45% deposit**. This gets you a spot in line for install and allows us to start ordering parts. Once the Kit arrives, we will go through it to make sure nothing is missing or was damaged in shipping. As long as everything is okay, we will call you to set up an appointment for install.

### New Rims and Tires Purchased

We may require a deposit of at least 45% to order your Rims and Tires once an Estimate is provided to you. This is simply due to most of our Rims and Tires require payment in full at the time an order is placed with our vendors or the products are delivered COD. Most Wheel Manufacturers recommend the lug nuts be re-torqued at 250 miles from install.

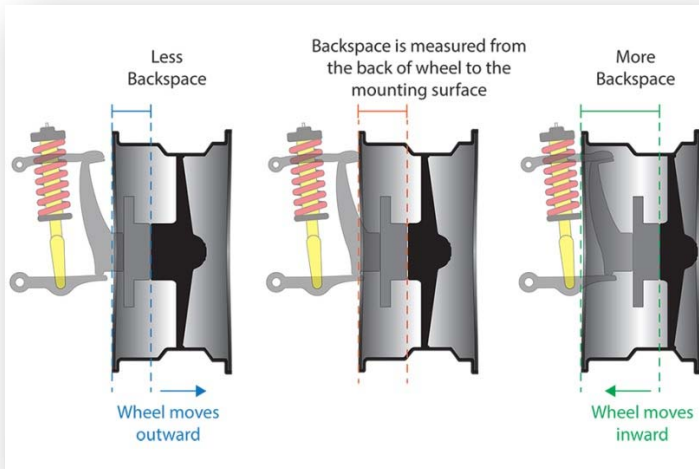
If you are purchasing your Rims and Tires through Alpha Auto Repair, LLC, we recommend you re-torque the lug nuts at 250 miles from install.

If you are purchasing your own Rims and Tires, we **still** recommend ALL Lug Nuts be re-torqued at 250 miles from the time of install. Alpha Auto Repair, LLC assumes **NO responsibility** for any damages to 'Customer Supplied' Rims and/or Tires.

Making sure you have the correct Backspacing and Offset is crucial when having new rims and tires installed on your Lifted Truck. Sometimes, certain Lift Kits require new rims and tires because the Stock Rims and Tires will NOT work with the Lift Kit you've chosen.

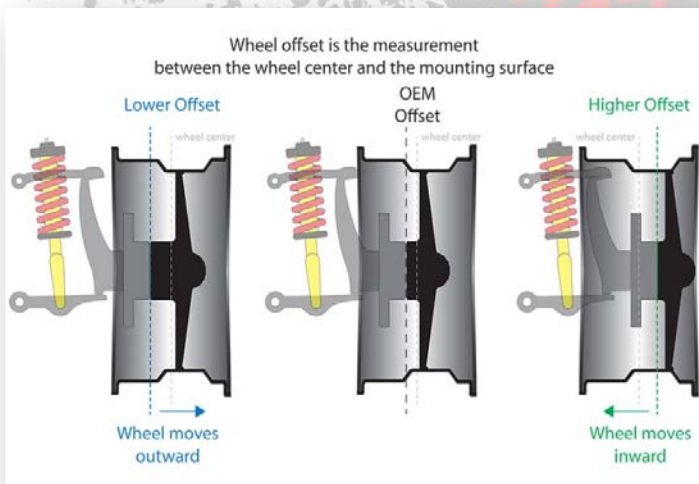
## Backspacing vs Offset... What's the difference?

**Backspace** measures the distance from the mounting plate to the back edge of the wheel. The higher the backspace the further into the fender well it will sit.



**Offset** is a measurement in millimeters from the backside of the mounting plate to the center line of the wheel. A positive number puts the mounting plate further away from the backside of the rim.

A negative measurement moves it closer to the backside. Since offset is based on the center line, the width does factor in. That is to say an 8-inch wide +45mm offset and 7-inch wide +45mm offset results in a 1/2" difference in wheel positioning. The 8-inch wide will be further into the wheel well



## Warranties

The majority of the Lift Kits we install come with a Limited Lifetime Warranty on parts. This Warranty is on defect of workmanship and material. Any Lift Kit or Off-Road Accessories installed on your vehicle, there is **NO LABOR WARRANTY!** If at any time, an inspection of a Lift Kit and/or Off-Road Accessories installed is required, you may be responsible for an Inspection Fee starting at \$68.99. If repairs and/or replacement of any part(s) is/are needed and the part(s) are under the Manufacturer's Warranty, you will be charged the total Labor amount to remove and replace the needed part(s).

If you were advised of other repairs needed at the time of your Pre-Lift Inspection, those parts come with a 12,000 mile/12 months **OR** 24,000 mile/24 months Parts **AND** Labor Warranty! This Warranty is a Nationwide Warranty covered in all 50 States we offer to our clients at NO ADDITIONAL CHARGE! Please ask us if you have any questions.

## Lift Kit Installations Eight (8) Inches and above

If you are having a Lift Kit installed that is eight (8) inches or more, you will be asked to sign a Disclaimer. Alpha Auto Repair assumes **NO RESPONSIBILITY** for any tickets, citations or fines issued to the driver or owner of the truck. We will provide you with a copy of the Illinois Lift Laws and Vehicle Equipment Laws. It is your responsibility to familiarize yourself with the Laws for the State of Illinois and any other State(s) where the vehicle will be. Please visit [www.liftlaws.com/illinois](http://www.liftlaws.com/illinois) for further information.

## Return and Exchange Policy for 4x4 Lift Kits, Leveling Kits and Off-Road Accessories

We are a Dealer and Installer for many different 4x4 Lift Kits, Leveling Kits & Off-road Accessories. When any of the following is purchased through us, we make sure the correct parts are being ordered for your vehicle. If anything else is requested by a client, we will order that as well. Please understand you will be charged for the cost of the parts ordered, all shipping & handling charges, and any applicable sales tax.

### Returns

If it becomes necessary to return any of the products ordered with us for any reason, such as incorrect parts, you decided you didn't want them, etc., we will gladly return them for you. However, please be aware of the following:

- ❖ All items must be in all original packaging they were received in! The vendor will not accept the Return and you will not receive a full Refund.
- ❖ You will be charged the full amount of what it will cost us to ship the items back to the original supplier. We will not cover any shipping charges... They charge us, so we charge YOU! **NO EXCEPTIONS PLEASE!**
- ❖ Most vendors charge a re-stocking fee that ranges from 20% - 25%, depending on the condition of the Return. In the event a re-stocking fee is charged to us, this fee will be charged to you!
- ❖ Most vendors require all Returns be done within 30 days from the date of purchase. Some allow 90 days from the date of purchase. If a Return is needed, we will check with that Vendor to see if it is in their allowable time frame. If the deadline is past, we cannot give you a refund and are no longer responsible for the items!

### Exchanges

If you choose to exchange an item, we will gladly contact the Vendor the original item was purchased from to find out what their policy is for an exchange. Please note, if the product you are requesting an Exchange for is damaged, missing hardware, etc.; it is **YOUR** responsibility to pay any charges and/or fees associated with such items. **NOT** the responsibility of Alpha Auto Repair or Alpha 4x4.

If you have any questions, comments or concerns, please let us know.

We look forward to building your truck for you!

*Robert and Lisa*

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