

Der Kupplungs Meister Limited Warranty

The “Authorized Dealer” is a wholesale or retail seller who is properly trained and authorized by DKM to sell DKM products. The “Customer” is the most recent person or entity to purchase the DKM product. The “Installer” is the person or entity responsible for the installation of the DKM product. The “Consumer” is the owner of the vehicle onto which the DKM products are installed.

Der Kupplungs Meister, Inc. (DKM) ensures all warrantable items to be free from defects in material and

workmanship for one year from the date of purchase from an Authorized Dealer. DKM’s responsibility is limited to repair, replacement, or customer account credit for DKM products. Credit will never exceed the invoice total of the original sale. DKM is not responsible for any labor, transportation or vehicle storage costs; nor shall DKM be liable for property damages or personal injury due to the improper installation or misuse of its products.

What is covered by this warranty?

- Conventional clutch and flywheel assemblies purchased through an Authorized Dealer.
- Partial conventional clutch kits that are used to replace worn DKM components.

What is not covered by this warranty?

- “MR” Series racing clutches.
- Any parts modified by the installer or consumer.
- Wear and tear, misuse, neglect, improper installation or improper break-in.
- Partial conventional clutch kits that are used with non-DKM components.

Limitations to the warranty

DKM products are available only through an Authorized Dealer Network. All warranties and returns must be processed through an Authorized Dealer before contacting DKM directly. Warranties and returns cannot be processed without proper proof-of-purchase from an Authorized Dealer. Credit for items which satisfy the warranty process will be issued to the Authorized Dealer from which the parts were originally purchased. The Authorized Dealer will then replace the parts or refund the customer per the return policy of the Authorized Dealer. If replacement parts are required by the customer before the original warranty parts are returned to DKM during a warranty claim process, the customer will be charged for the replacement parts and will be issued credit once the warranty parts are received and processed by DKM. Be advised that credit will not be issued if the warranty parts are not returned to DKM, are determined to be “not defective,” or are damaged in a manner that is not covered by the warranty. All product returns require a Return Goods Authorization (RGA) number which will be issued to the Authorized Dealer after the Authorized Dealer has contacted DKM at 678-806-3461(USA) with the following information:

- Proof of purchase with date (no return will be accepted without this document).
- Proof of flywheel resurfacing or replacement if the return is for a partial kit.

An RGA number and RGA Submission Form will be issued to the Authorized Dealer by DKM once the RGA is approved. The return will be handled by either the Authorized Dealer or by the consumer per the return policy of the Authorized Dealer.

DKM reserves the right to inspect any and all parts returned for warranty to determine the reason for failure.

In order to obtain warranty consideration, the entire clutch assembly including the pressure plate, clutch disc, flywheel, release bearing, and the pilot bearing or bushing (if applicable) must be returned to DKM along with a completed RGA Submission Form. If the warranty claim is for a partial clutch kit (pressure plate and disc without the flywheel), the RGA Submission Form must also include proof of flywheel resurfacing or the purchase of a separate DKM replacement flywheel.

Merchandise returned for inspection or repair must be sent by prepaid freight, insured for the full value of the components sent, and properly packaged per the requirements and regulations of the carrier used. The RGA number must be attached to the outside of the package. All freight charges (inbound and outbound) for returned products are the sole responsibility of the consumer. Parts received by DKM without an RGA number and completed RGA Submission Form will be returned-to-sender postage due, or, in the event that the item is unreturnable; DKM will dispose of the parts. DKM makes no other warranties, expressed or implied.