Warranty G3

G3 has always been committed to offering its customers products that meet the highest certification and quality standards in the automotive world.

What is it?

The G3 Warranty covers any defects or damages related to its products for 2 (two) years from the date of purchase by the original buyer. The warranty espires when the ownership is transferred to a third party.

G3 reserves the right to:

- Repair the product covered by the terms of the G3 Warranty.
- Replace the product in case the damage/defect cannot be repaired.
- Offer a similar product of equivalent value in case it is not possible to replace the item with the same model.

The G3 Warranty is not applicable in the following cases:

- Problems caused by normal wear and tear, including (but not limited to) scratches, dents, tears, or aesthetic oxidation of the surfaces, or natural deterioration of colors and materials over time and extended use.
- Damages to the vehicle or the user's load (or a third party) resulting from improperly secured load, accidents, vehicle breakdown on which the G3 product is installed, or modifications/repairs not carried out or authorized by G3.
- Problems arising from conditions beyond G3's control, including, but not limited to, theft, improper use, overloading, failure to secure the load, improper installation or use of the product in non-compliance with G3's written instructions or guidelines included with the product, or made available to the original buyer on the www.g3spa.it website .
- Damages from transport or handling not formally contested at the time of delivery.
- Damages caused by weather conditions, force majeure, or other causes beyond G3's control.
- Negligence or improper use.

G3 does not cover the costs of product maintenance, removal, or assembly.

How does it work?

The original customer shall present the following material at the shop (or dealer) where the purchase has been made:

- Photographs of all labels (internal and external) on the packaging (barcode, lot number, packaging date, etc.).
- Photographs of all labels (internal and external) directly on the product.
- General photograph of the product.

- Specific photograph of the particular part that is damaged or missing, along with the marked code on the product (in the case of issues related to deflectors).
- Specific photograph related to the installation of the product.
- Manufacturer and year of production of the vehicle (in the case of issues related to roof bars or deflectors).
- Description, even brief, of how the issue occurred.
- Purchase proof of the product.
- Police report, if the procedure for compensation for damages to property or persons is to be activated (*).

*The insurance practice will not be opened if, after careful technical analysis, it is found that the issue occurred due to non-compliant installation according to the instruction manual, overloading, or improper use of the product, or negligence.

If the original customer is unable to contact the G3 dealer (or the dealer is unable to remedy the defect), the original customer shall contact the authorized distributor of the concerned area and provide them with the above-mentioned material.
It is the responsibility of the dealer (or distributor) to update the original customer on the decisions made by G3 regarding the report.

If a detailed analysis of the product/component is required, the original customer will be responsible for the costs associated with returning the component(s) (product(s)) and the purchase proof to the shop where the product has been purchased.