

InnerLok

Warranty Disclaimer and Limited Warranty Policy

Effective Date	May 7, 2026
Company	Stealth Creative LLC
Brand	InnerLok
Website	www.innerlok.com
Contact Email	support@innerlok.com
Business Location	Houston, Texas

This Warranty Disclaimer and Limited Warranty Policy applies to eligible InnerLok products sold by Stealth Creative LLC, doing business as InnerLok.

By purchasing, installing, or using an InnerLok product, you agree to the terms of this Warranty Disclaimer and Limited Warranty Policy.

1. Limited Warranty Coverage

InnerLok warrants that eligible InnerLok products purchased directly from InnerLok or from an authorized InnerLok seller will be free from material defects in materials and workmanship under normal intended use for the warranty period stated on the product page, packaging, invoice, or written warranty documentation.

If no separate written warranty period is stated, warranty coverage is limited to defects reported within a reasonable time after purchase, as determined by InnerLok.

This limited warranty applies only to the original purchaser and is not transferable unless InnerLok agrees otherwise in writing.

2. Theft-Deterrent Product Disclaimer

InnerLok products are designed as theft-deterrent security devices.

No lock, hitch lock, coupler lock, hitch pin replacement device, receiver lock, security device, or related product can guarantee prevention of theft, attempted theft, tampering, forced entry, misuse, vandalism, property damage, unauthorized access, or loss.

Security products reduce risk but do not eliminate risk. InnerLok does not warrant or guarantee that any product will stop or prevent theft, attempted theft, forced entry, damage, tampering, or unauthorized use.

3. No Guarantee Against Theft or Damage

InnerLok does not provide a warranty, refund, replacement, payment, reimbursement, or compensation solely because theft, attempted theft, forced entry, tampering, vandalism, damage, or unauthorized access occurred.

InnerLok is not responsible for stolen trailers, vehicles, equipment, cargo, personal property, tools, accessories, business losses, downtime, or related damages.

4. Warranty Remedies

If InnerLok determines that an eligible product has a covered defect in materials or workmanship, InnerLok may, at its sole discretion, provide one of the following remedies:

- Repair of the product
- Replacement of the product
- Replacement of defective parts
- Exchange for the same or similar product
- Store credit or another remedy approved by InnerLok in writing

Warranty remedies are limited to the product itself. InnerLok is not responsible for labor, installation, removal, towing, transportation, loss of use, replacement equipment, business interruption, or other incidental or consequential costs.

5. Warranty Exclusions

This limited warranty does not cover damage, failure, defect, wear, loss, or performance issues caused by:

- Improper installation
- Incorrect fitment
- Misuse or abuse
- Neglect
- Accidents
- Unauthorized modification
- Unauthorized repair
- Disassembly not authorized by InnerLok
- Use outside the intended application
- Use beyond the product's stated specifications, rated limits, intended hitch pin replacement use, or written instructions
- Use with incompatible towing equipment, trailers, hitches, couplers, receivers, ball mounts, vehicles, or accessories
- Forced entry
- Attempted theft
- Tampering
- Impact damage
- Overloading
- Exposure to harsh environments without proper maintenance
- Corrosion, rust, or cosmetic wear caused by normal use or environmental exposure
- Normal wear and tear
- Scratches, dents, finish wear, discoloration, or cosmetic changes
- Lost keys
- Broken keys caused by misuse
- Failure to maintain or inspect the product
- Products purchased from unauthorized sellers
- Counterfeit, altered, or resold products
- Products without valid proof of purchase

6. Proper Use and Fitment Required

You are responsible for confirming that the InnerLok product is compatible with your trailer, hitch, coupler, receiver, ball mount, equipment, vehicle, or intended application before use.

You must follow all instructions, warnings, specifications, fitment guidance, rated limits, and installation requirements provided by InnerLok.

Failure to properly install, inspect, maintain, or use the product may void warranty coverage.

7. Hitch Pin Replacement, Towing Use, and Rated Limits

Certain InnerLok products may be designed to replace a standard hitch pin and remain installed during normal towing when used exactly as instructed for that specific product.

When an InnerLok product is used as a hitch pin replacement, the product must only be used with compatible, properly rated towing equipment and within the limits stated in the applicable product specifications, instructions, labels, packaging, or written documentation.

InnerLok does not increase the towing capacity, tongue weight capacity, gross trailer weight rating, receiver rating, hitch rating, vehicle rating, trailer rating, or any other manufacturer-rated limit of the towing setup.

You are responsible for confirming that your vehicle, hitch, receiver, ball mount, coupler, trailer, safety chains, braking system, and all towing equipment are properly rated, compatible, installed, inspected, and used in accordance with applicable laws, manufacturer instructions, and safe towing practices.

Warranty coverage may be denied if the product is modified, improperly installed, used with incompatible equipment, used outside the stated product specifications, used beyond rated limits, damaged by impact or overload, or used in a manner not authorized by InnerLok's written instructions.

8. Warranty Claims Process

To request warranty review, contact InnerLok at support@innerlok.com.

You may be required to provide:

- Name and contact information
- Proof of purchase
- Order number or receipt
- Product model
- Description of the issue
- Photos or videos of the product
- Photos of installation or fitment
- Photos of damage, defect, or wear
- Serial number, batch number, or identifying marks, if applicable
- Return of the product for inspection, if requested

InnerLok may deny warranty claims that lack sufficient information, proof of purchase, product return, or evidence needed to evaluate the issue.

9. Product Inspection

All warranty claims are subject to inspection and approval by InnerLok.

InnerLok reserves the right to determine whether a product issue is caused by a covered defect or by an excluded condition such as misuse, improper installation, attempted theft, forced entry, modification, corrosion, normal wear, impact damage, overload, incompatible equipment, or use outside the intended application.

Warranty approval is not guaranteed until InnerLok completes its review.

10. Shipping for Warranty Claims

Customers may be responsible for shipping costs associated with sending a product to InnerLok for inspection unless InnerLok determines otherwise in writing.

If a warranty claim is approved, InnerLok may cover return shipping for the repaired or replacement product at its discretion.

InnerLok is not responsible for products lost, stolen, damaged, delayed, or misdelivered during shipment to InnerLok. Use a trackable shipping method and keep proof of shipment.

11. Store, Dealer, and Third-Party Purchases

Products purchased from a retail store, dealer, distributor, marketplace, or third-party seller must generally be returned to the original place of purchase for refunds, credits, or standard exchanges.

Warranty exchanges may be handled directly by InnerLok if the product qualifies under this Warranty Policy and proof of purchase is provided.

InnerLok may deny warranty coverage for products purchased from unauthorized sellers, altered products, counterfeit products, or products that cannot be verified.

12. Replacement Products

Replacement products or parts provided under warranty may be new, refurbished, repaired, or functionally equivalent, at InnerLok's discretion.

A replacement product does not restart or extend the original warranty period unless required by law or stated in writing by InnerLok.

13. No Other Warranties

Except for the limited warranty expressly stated in this policy, InnerLok products are provided "as is" and "as available" to the fullest extent permitted by law.

Stealth Creative LLC disclaims all other warranties, whether express, implied, statutory, or otherwise, including implied warranties of merchantability, fitness for a particular purpose, title, non-infringement, performance, durability, compatibility, theft prevention, and uninterrupted use.

Some states do not allow limitations on implied warranties, so certain limitations may not apply to you.

14. Limitation of Liability

To the fullest extent permitted by law, Stealth Creative LLC, InnerLok, its owners, officers, members, employees, contractors, suppliers, vendors, affiliates, and service providers shall not be liable for indirect, incidental, special, consequential, punitive, exemplary, or similar damages arising from or related to the purchase, installation, use, failure, theft, attempted theft, or performance of any InnerLok product.

This includes, but is not limited to:

- Theft
- Attempted theft
- Property damage
- Trailer damage
- Vehicle damage
- Equipment damage
- Cargo loss
- Personal property loss
- Business interruption
- Lost profits
- Loss of use
- Downtime
- Replacement equipment
- Towing costs
- Labor costs
- Installation or removal costs
- Third-party claims
- Damage caused by forced entry or tampering
- Failure of a product to prevent unauthorized access

Nothing in this policy limits liability where such limitation is prohibited by law.

15. Maximum Liability

To the fullest extent permitted by law, InnerLok's total liability for any claim related to an InnerLok product shall not exceed the purchase price paid for the specific product giving rise to the claim.

16. No Modification of Warranty

No dealer, distributor, reseller, employee, contractor, representative, website statement, advertisement, product demonstration, or verbal statement may modify, expand, or extend this warranty unless confirmed in a written document signed by an authorized representative of Stealth Creative LLC.

17. Consumer Rights

This Warranty Disclaimer and Limited Warranty Policy gives you specific legal rights. You may also have other rights that vary by state.

Nothing in this policy is intended to limit rights that cannot legally be limited under applicable law.

18. Changes to This Policy

InnerLok may update this Warranty Disclaimer and Limited Warranty Policy from time to time. The updated version will be posted on our website with a revised effective date.

The warranty policy in effect at the time of purchase generally applies to that purchase unless otherwise required by law.

19. Governing Law

This Warranty Disclaimer and Limited Warranty Policy shall be governed by and interpreted under the laws of the State of Texas, without regard to conflict of law principles.

20. Contact Us

For warranty questions, warranty claims, product support, or inspection instructions, contact us at:

Stealth Creative LLC
InnerLok
Houston, Texas
Email: support@innerlok.com
Website: www.innerlok.com