



## Warranty Policy EW P072023

### What is Covered:

- Bostech's limited warranty covers any defects in workmanship and/or material.

### What is not Covered:

- Bostech's limited warranty does not cover damage to products caused by contaminated fuel, oil or air, improper installation, or any other external influences.
- Misuse, modification, disassembling, or tampering of products will void all warranty.
- Use of product outside of its original manufacturer application will void all warranty.
- Products tested or cleaned by a 3<sup>rd</sup> party before returning to Bostech for evaluation will void all warranty.

### What is the warranty period:

- Bostech / BT-Power products carry either a 13-month, 24-month or lifetime limited warranty.
- All other brands will be subject to their manufacturer's policies.
- The warranty period begins and ends from the original date of purchase.
  - Replacement products do NOT restart the warranty period.
- Warranty coverage is only valid for the original purchaser, warranties are non-transferable.

### What are the steps to process a warranty:

- Once you have determined a product is defective contact our Customer Service department to begin the warranty process.
- Customer Service will need the following information to process your warranty request:
  - Vehicle year, make, and model.
  - Vehicle VIN number.
  - Vehicle mileage at time of installation and at time of failure. (Engine hours if applicable)
  - Installation date and failure date.
  - Description of failure.
- Once the information is completed Customer Service will issue an RMA number for the return.
  - RMA – Return Merchandise Authorization number is needed to process your return quickly when the product arrives at our facility.
  - No product return will be accepted or processed without first contacting our Customer Service department to obtain an RMA number.

### **Bostech Warranty Satisfaction:**

- Bostech offers our customers credit or immediate\* product replacement during the first 6-months of any product period.
  - Any warranty product returned for credit and determined through testing to be defective will be issued full credit of product price.
  - Any warranty product returned for credit and determined through testing **not** to be covered due to damage, contamination, improper installation or any external influences the product will be returned to customer as is with no credit.
  - Contact Customer Service for RMA number and/or product replacement form.
- Bostech offers our customers immediate\* product replacement during the first 12 months of any warranty period.
  - Any warranty product returned for replacement and determined to be void of warranty due to damage or improper installation will void warranty on replacement product.
  - Contact Customer Service for RMA number and product replacement form.
- Product warranty over 13 months will need to be sent in for testing.
  - Bostech will determine through testing to either replace or repair the product.

### **\*What is Immediate Replacement:**

- Immediate product replacement means the product will be shipped when the replacement form is returned before the original product has been returned.
  - 15 days is given to return the warranty product.
  - Failure to return warranty product will result in being charged for the full price of the product plus core and all further warranty of product to be void.
- Immediate product replacement is done on products determined to be defective within 13 months of the product purchase.
  - Products over 13 months will need to be returned for testing.

### **General Notes:**

- Warranty credit and replacement covers a single product per warranty.
  - Bostech will not replace or credit multiple products, customer must determine the product having the issue.
    - Example: Set of injectors, Bostech will not replace or credit the entire set of injectors due to issues with a single injector.
- Credit will only be issued on products within 6 months of starting the warranty period.
  - Credit is determined by the product condition and testing results.
- Bostech will send a shipping call tag for the product return to our facility free of charge.
- Bostech will ship product replacements free of charge using UPS ground services.

### **Return Packaging:**

- Warranty return packaging is the responsibility of the customer. Customer must make sure the return package is properly sealed.
- Return products lost in shipping due to improper sealing/taping of package will not be credited or replaced.

## **Labor**

- Labor reimbursement consideration is at the discretion of the product manufacturer.
- Labor reimbursement consideration is offered up to 12 months from product purchase date.
- Products returned under warranty requesting labor must be tested by the manufacturer to determine the root cause of failure.
- Bostech may for customer satisfaction credit the product before product testing is done, this does not admit any guilt or determination that the product was defective due to workmanship or material.
- When a product has been determined to be defective due to workmanship or material, Bostech will determine the labor amount according to industry standard warranty labor times.
- If a product passes testing or is determined to have failed due to causes other than manufacturer workmanship or material, labor request will be denied.
- Bostech will only pay labor for the replacement of the product, Bostech does not assume any responsibility for incidental or consequential damages.