



Diesel Care and Performance Inc.

Warranty Policies and Paperwork

3901 Thomas Street

Memphis, TN 38127

800.961.9290

Warranty Process Overview

We apologize you are experiencing issues with your Diesel Care and Performance product. In this Warranty Overview Packet, you will find several helpful guides and necessary paperwork to get your issues resolved as soon as possible.

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Please note, all paperwork and open fields in this packet must be filled out and signed where requested for the warranty process to begin. If you have difficulty filling out this paperwork, please call our offices at 800.961.9290 for further instruction. Warranties, Refunds, and Order Information will only be discussed with the 'sold to' party (customer), unless explicit customer consent is given for Diesel Care and Performance to discuss warranties, refunds, and or order information with another party.



Diesel Care and Performance Inc.

Customer Complaint Information

3901 Thomas Street

Memphis, TN 38127

800.961.9290

Please Check If Any of the Below Apply:

No Start

erratic governor

Leak

low power

no idle

oil leak

Smoke (if so, please clarify)

black

white

gray

Codes:

Original Complaint:

Other Repairs Done to Vehicle:



Diesel Care and Performance Inc. Warranty Disclaimer

3901 Thomas Street

Memphis, TN 38127

800.961.9290

PLEASE NOTE: Install of our products constitutes your agreement with the following warranty disclaimer. Please do not install our products until you have read, understand and agree to the following warranty policy.

WARRANTY TERMS

Diesel Care and Performance Inc. hereafter mentioned as DCP, issues the following warranty on all DCP product. This warranty is extended to the original purchaser of the product only, unless approved of in writing by DCP. Our product is warranted to be free from defects in material or workmanship under normal use and service, for a period of one year from the original purchase date. The obligation of DCP under this warranty is limited to the repair or exchange of the defective unit. Either repair of unit or replacement of the unit shall be at the sole discretion of DCP. If an exchange unit is provided, the old, defective unit must be returned within 15 days of the failure date to be considered for warranty. DCP warranty agreement is limited to one year from product purchase, unless otherwise stated at time of purchase of premium (2 year) or extended warranty terms.

WARRANTY DISCLAIMERS

This limited warranty is in lieu of all other warranties, either expressed or implied. All obligations or liabilities of DCP are expressly disclaimed, including claims for REMOVAL AND REINSTALLATION expenses, liability of consequential damages,

down time, loss of revenue, or any other inconvenience cost. Our product is intended to be installed by the purchaser of DCP product. Any damage or defect caused by a third-party installer is the sole responsibility of the original purchaser of the product. In addition, DCP is not responsible for any R & R expenses, liability of consequential damages, down time, loss of revenue, or any other inconvenience cost relative to third party installers of our product. Any product that is not installed according to the manufacturer's guidelines is not covered under any warranty by DCP. DCP assumes no liability or responsibility for pump failure that are the result of the use of fuels and/or additives not approved by the original manufacturer of the engine and/or vehicle. This warranty does not apply to any part or unit that has been altered or repaired by anyone other than DCP. Nor, to any product which has been subject to misuse, abuse, neglect, accident, improper installation, or damage from foreign material such as water or dirt. This warranty will only be honored at the facilities of DCP.

Customer Signature

Date

Please address your package to:

ATTN: RETURN
3901 Thomas Street
Memphis TN 38127

Diesel Care and Performance

Return Form

Name on Order:

Phone Number:

Order or Invoice Reference:

*Please check the reason for your return below:

Core Return Return for Credit Warranty Return Rebuild Service

Comments:

Core Return Policy

If you have purchased an exchange product, your order requires the return of a core. **Cores must be returned within 35 days from the date of delivery to avoid late fees or core charges billed to your account.** We are unable to provide a return shipping label for your cores, but we strongly suggest including this form in the box with your cores to ensure the core credit is awarded to the correct account. We also suggest documenting the tracking number for your core return shipment, and monitoring its transit until the tracking number shows delivery. If you are charged for cores or late charges and attempt to dispute the charges, you will be expected to provide a valid tracking number showing delivery of a valid weight to redeem credit.

Packaging Instructions

We suggest removing all drain plugs and completely draining oil from your core unit prior to packaging and shipment.

- Properly secure the cores into a box with at least three inches of clearance on all sides.
- Use an appropriate container, cushioning materials and at least three strips of packing tape.
- If reusing packaging, remove or black out old shipping labels including their barcode(s).

For more information, please contact our offices at 1(800)961-9290 or via email at sales@dieselcare.net



Diesel Care and Performance Inc.

Return Policy

3901 Thomas Street

Memphis, TN 38127

800.961.9290

Diesel Care and Performance Inc. is committed to providing exceptional customer service and delivering quality parts and services to all customers. How your refund is processed is determined by how you purchased your products originally. If you have purchased a Diesel Care and Performance brand item on a third-party website such as eBay or Amazon, please request a refund through these sites. Diesel Care and Performance as a third-party seller of these websites, is obligated to abide by the rules and regulations of the websites and their processes, in order to remain in good standing with these sites. Because you have previously paid for products or services through these sites, Diesel Care and Performance does not have access to process your refund or return outside these systems. Also, please be aware that if you have paid tax or additional processing fees through these sites, any approved credit or refund amount owed to you will be less these amounts. This is because tax and other fees are funds collected by the third-party sites, which Diesel Care and Performance is not compensated for. If you would like credit on these amounts, you will have to address this request with eBay or Amazon directly. All products and services purchased through these sites are covered under the sites' refunds and return policies. If you need more information on these policies, here are some helpful links.

Amazon:

<https://www.amazon.com/gp/help/customer/display.html?nodeId=GNW5VKFXMF72FFMR>

eBay:

<https://www.ebay.com/help/returns-refunds>

If you have purchased your products through our direct website, dieseldcare.store, or you placed an order over the phone, via email, or with our company directly, we will be able to manage your refund completely within our company. Once you have contacted our staff via email or over the phone, our dedicated customer service team will send you a e-sign document detailing our return and refund policy.

Please note, we will need to process a refund or returns request prior to your product being delivered to our offices to best serve you. If your product is returned to our facility before filling out the Return & Refund Request Form, you will experience delays in your refund process. Please allow for 14 business days for your funds to be returned to you. For an easy returns process, please follow the below instructions.

If you are seeking full credit, less the shipping cost, back to your original payment method, we expect the purchased product to be returned in the following conditions:

- Product must be uninstalled and in its original packaging. Already opened the package? No problem! Just be sure the product is not damaged in any way and again, has not be installed in an engine.

- Product must be in transit to our facilities with a valid tracking number within 30 days of original sale to be eligible for a full refund. Customers are responsible for shipping the product back to our facilities located at 3901 Thomas Street, Memphis Tennessee, 38127.
- Once your tracking number shows delivery to our facility, please allow 2-3 days for a customer service representative to reach out to you concerning your refund. Our management staff will review the product that was returned to ensure it is uninstalled and not damaged, and that it is able to be recovered by our warehouse.

We will then be able to refund your funds to the original method of payment. Please note, Diesel Care and Performance will only refund your funds to the original method of payment. If your original method of payment is no longer accessible to you, such as a debit card being lost or stolen, or your account has been compromised, we will need a signed letter from your financial institution verifying this information so that other payment arrangements can be made.

Please allow 24-48 hours for your funds to be returned to your original method of payment. The time frame for funds to be refunded typically depends on your bank or financial services provider, but we can also provide a transaction ID for your reference upon request.

If you previously purchased a kit, or multiple products at a discounted rate of the list price, Diesel Care and Performance will be not be able to offer you a full refund or the 'list price' refund. Diesel Care and Performance is only able to provide competitive pricing by selling such products together, so any credit or refund will be offered at a discount from the original or individual pricing on the product in question. If you would like to return the kit you purchased, you must return the kit in its' entirety to be eligible to receive credit of any kind. Examples include; wishing to return 1 or 2 injectors from a full set that was purchased, wishing to return glow plugs from a 'super kit' that was purchased, etc. These returns can only be honored if all individual items are returned and uninstalled.

If you previously purchased a rebuild service or a 'made to order' product, Diesel Care and Performance will be unable to provide a refund on this service. We will also not offer a refund on test and check services or other previously arranged services that are unable to be physically returned to our facilities.

If you are wishing to return an item that is sold from a third-party vendor or manufacturer of ours, such as an engine overhaul kit, branded items such as MAHLE, Air Dog, ARP, etc., we will not issue credit until credit is issued to us by the vendor. Please note that these items also carry the manufacturer's warranty, and are not covered by Diesel Care and Performance's independent warranty policy.

Due to the nature of our business, some products we sell are not eligible for a refund. Products that are not eligible for a refund include but are not limited to; o-rings, seals, opened piece part kits such as gasket kits, bearings, etc., major electrical components such as starters, solenoids, alternators, wiring harnesses, minor electrical components such as connectors, terminals, switches, shop supplies such as additive, paint, chemicals, etc. Again, any parts that are previously installed or damaged are not eligible for a full credit refund.

If your product is already installed, or falls outside our 30-day window, Diesel Care and Performance reserves the right and discretion to impose a 20% restocking fee of the product value. If a product is returned after 90 days from the

order date, Diesel Care and Performance reserves the right to impose a 40% restocking fee.

Diesel Care and Performance will not allow any product to be returned for credit for orders older than 6 months, regardless of circumstance. Again, no credit will be issued on any order older than 6 months.

Diesel Care and Performance reserves to right and discretion to impose a 20% restocking fee, or refuse to honor a refund if the product is returned in the following conditions:

- Removed for a machine or engine, previously installed
- Incomplete, weathered, burned, or damaged
- Unidentified or non-recognizable by our staff
- Removed from sealed packages
- Having an indication that protective caps, plugs, or coverings were removed
- Discontinued or sold at or more than 25% discount from list pricing, or items on clearance
- Having an indication that lacquered seals are broken or tampered with
- Not in a sellable condition or in original packaging
- Any electrical components such as major electrical components such as starters, solenoids, alternators, wiring harnesses, minor electrical components such as connectors, terminals, switches

Customer Signature

Date
