

# Warranty & Return Policy

## Warranty Policy

This actuator has a 1 Year limited warranty from the date of purchase. Remanufactured units are warranted against defects in workmanship and materials. The warranty applies solely to the original purchaser and is *nontransferable*.

Items covered under warranty are eligible for exchanges only. Customer will be responsible for all shipping costs when exchanging your product under warranty.

## Warranty Exclusions

Turbo actuator warranty is **NOT** covered by the following conditions:

- Improper installation
- Lack of proper maintenance
- Overheating due to lack of coolant or oil lubrication to the turbocharger
- Impact or puncture damage to housings
- Internal circuit board burns from pre-existing electrical conditions outside of the turbo actuator.
- Presence of internal water / coolant / moisture damage to circuit board

Turbocharger warranty is **NOT** covered by the following conditions:

- Any failures due to misuse, abuse, neglect, improper maintenance of the vehicle, including the effects of over speeding or overheating (insufficient lubrication, contaminated lubrication, lack of proper lubrication).
- Any failures caused by externally existing factors such as fire, collision, theft, or acts of nature.
- Any failures caused by foreign objects entering the engine causing damage to the turbocharger.

- Any failures caused by modifications to the turbocharger or vehicle, which were not authorized or performed by us.
- Any failures caused by using improper fluids, fuels, or materials not recommended by the manufacturer.

Our liability under this warranty is limited to the repair or replacement of the turbocharger actuator at our discretion. We are not responsible for any indirect or consequential damages arising from the use of our products or services. Our warranty policy does **NOT** cover towing costs, labor costs, or costs to replace other parts of the vehicle in the event of damages. **ONLY** the actuator will be warrantied.

### **Warranty Claim Procedure**

If you experience any problems with your actuator within the warranty period, please follow these steps:

1. Contact us immediately to inform us of the issue.
2. Provide us with the order number, name, email.
3. We will provide instructions on how to return the item to us for inspection.
4. Upon receipt, we will thoroughly examine the actuator to determine if it is a valid claim under warranty.
5. If the actuator is deemed to be covered under warranty, we will either provide an exchange unit or repair the same unit, at our discretion.

### **Core Refund Policy**

After inspecting your core, we will also notify you of the approval or rejection of your refund. If you are approved, then your refund will be processed, and a credit will automatically be applied to your original method of payment, within a certain amount of days. This could take 1-15 business days depending on your individual bank. If after 15 business days you have not received an approved core refund, reach out to us and we'll investigate the matter ASAP.

## Core Charge Policy

You have **30 Days** from delivery date to return your core. *FREE* core return, simply use the enclosed pre-paid return label, use the actual packaging your actuator arrived in, place the return label over the existing shipping label and drop off at the appropriate shipping carrier. *IF* a label isn't in your box, feel free to reach out and we'll email you one.

- Core **MUST** be complete with no broken, missing, or severely damaged parts or pieces.
- Core can **NOT** have any cracks on any of the bolt holes, mounting holes, or the actuator itself.
- The bolts that keep both parts together **MUST** be the original **star** bolts.
- Core **MUST** have the OEM QR code sticker on it.
- Core **MUST** be a genuine OEM **HOLSET** product. Any actuator sent in other than an OEM HOLSET will be REJECTED!
- Core circuit boards **MUST NOT** be burned or contain any amounts of moisture internally.

**\*\*\*Failure to return your core OR if you return any actuator other than an OEM Holset will result in NO CORE REFUND!\*\*\***