



WARRANTY POLICY

At Turbo Parts Canada (TPC) Inc we have strict guidelines to ensure you get the best quality parts and services. We warrant ALL new and rebuilt turbochargers/CHRA's to be free from defects and workmanship for a period of twelve (12) months after the day of purchase.

This warranty only applies for the original purchaser and is not transferable.

TPC will repair or replace your defective turbo, NO refunds will be issued on installed items or special-order items.

Persons or shops tampering with any of our turbochargers/CHRA's assumes full responsibility. If an adjustment needs to be made, please contact us for troubleshooting. You will have to return the turbo to TPC to keep warranty valid unless advised otherwise by a TPC representative to do some adjustments.

Before returning your turbo for any reason please call us for troubleshooting, suggestions and/or instructions on how to proceed. We will ask you to cooperate with some standard troubleshooting questions. Most issues can be resolved over the phone but if we cannot fix the problem, we will issue a warranty recall.

Use of our site or the purchase of our product indicates your acceptance of this warranty terms and conditions.

REPLACEMENT PROCESS:

In the event warranty is to be completed, the product or part must be returned to us in its current condition with oil feed line and fittings. **(Cleaning, modifying or attempt to fix it will void warranty.)**

*****Turbo Parts Canada Inc. is not responsible for any shipping cost*****

Please ensure turbo is drained of oil and put in a plastic bag. Make sure the turbocharger is properly packaged. **Turbo Parts Canada Inc. is not responsible for any damage occurred during shipping.**

If you would like a faster replacement, we recommend you purchase a replacement at full value to receive the new turbocharger while the warranty claim is being processed. Upon receipt and validation of the warranty we will refund you the purchase in full.

If warranty work is implied, the warranty period remains from the original date of purchase. Only Turbo Parts Canada Inc. and their representatives are able to determine if a turbo is to be repaired/replaced under this policy. All communication about this process is considered private and confidential.

There is no warranty on parts supplied other than Turbo Parts Canada Inc.



DECLINED:

The warranty does not cover damages due to foreign objects, improper installation, misuse, accidents, oil related problems, modifications, tampering and disassembly done by anyone other than Turbo Parts Canada Inc.

If any of the conditions above were not respected, Turbo Parts Canada Inc. reserves the right to refuse validation of the warranty. Turbochargers will not be reassembled if deemed unfit for use. Any part and/or turbocharger left unpaid for 60 days becomes property of Turbo Parts Canada Inc.

When you receive our turbocharger/parts, please inspect thoroughly for damages. Shipping damage claims must be submitted within 24hrs of receiving the parcel. Proof of damage via pictures while opening parcel shall be forwarded to TPC for any claims.

Since turbine housings see extreme heat especially in performance applications with internal wastegate provisions TPC does not cover warranty for hairline or stress cracks. TPC uses the highest quality steel available but due to the nature of the extreme heat housings will eventually crack. If an extreme condition occurs TPC will determine if applicable for a replacement.

Any in/out shaft play due to thrust bearing failure shall not be warrantied since the cause may be due to over boosting, insufficient oil pressure, clogged CAT/DPF, no BOV (Blow Off Valve) ETC. These are conditions that are out of Turbo Parts Canada's control.

DOES NOT APPLY:

We shall in no event be liable for injuries to persons or property, death, or for incidental, contingent, special or consequential damages arising from the use of our products.

Turbo Parts Canada Inc. is not responsible nor will it reimburse any costs involving the install or removal fees of the turbocharger, any ECU tuning, downtime, perspective profits of any kind caused to any parts in the event of a failure.

In the event that a Turbo Parts Canada Inc. product is mistakenly listed at an incorrect price, Turbo Parts Canada Inc. reserves the right to refuse or cancel any orders placed for products listed at the incorrect price. Customers will be refunded the full amount and advised of the correct price.

Any warranty claims on 3rd party products resold through Turbo Parts Canada Inc. shall be claimed through the supplier's warranty department.