



# WARRANTY

## Turbo Parts Canada

At Turbo Parts Canada (TPC) Inc. we have strict guidelines to ensure you get the best quality parts and service. We warrant all new turbochargers for OEM applications to be free from defects and workmanship for a period of twelve (12) months after day of purchase.

There is a six (6) month warranty on remanufactured and performance turbochargers. This warranty only applies for the original purchaser and is not transferable to a 2<sup>nd</sup> owner.

Person or shop tampering with any of our turbochargers assumes full responsibility. If an adjustment needs to be made, please return the turbo to Turbo Parts Canada Inc. for adjustment to keep warranty valid.

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

### **REPLACEMENT PROCESS:**

A new turbo oil feed line must be installed with proof of a boost leak test to validate your warranty with any TPC turbocharger. In the event warranty work 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 the warranty).**

There is no refund on any installed items or special-order items.

Before returning your turbo for any reason please call us for troubleshooting, suggestions or instructions on how to proceed.

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

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

Upon validation of warranty a replacement will be shipped to you. If you would like a faster replacement, you could pay a deposit and receive the new item while the warranty claim is being processed. Upon receipt and validation of the warranty we will refund the deposit.

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 under this policy. All communication about this process is considered private and confidential.

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



# WARRANTY

## **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 rights to refuse validation of the warranty. Turbocharger will not be reassembled if deemed unfit for use. . Any part or turbocharger left unpaid for 60 days becomes property of TPC.

When you receive our turbo or parts, please inspect thoroughly for damages. A claim in shipping damages a few days after receiving parcel will not be accepted.

## **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 other 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 product listed at the incorrect price.

Some of our products are for off road use only and may void OE warranty. Turbo Parts Canada Inc. is not responsible for OE warranties or regulations.

## **RETURN POLICY**

There are no refunds on any installed parts, regardless of fault or reason. Refund is only offered for 14 days from the purchase date on uninstalled items. No refund on special order items.

Shipping charges are not refunded and a 15% restocking fee is applied.

Whether you have an item to return or problem with your turbocharger or part, please call or email before sending it in, so we can direct you in how to proceed. Do not ship anything back before checking with us first, and making sure you qualify for a refund or warranty coverage.

When shipping an item back to us you must fill out the warranty validation card, provide proof of purchase of a new oil feed line. If a shipment is damaged due to improper packaging a credit cannot be issued.

Turbo Parts Canada Inc. is not responsible for any turbo accessories or fittings attached to the turbocharger when submitting a turbo for repair or upgrade