

## H&H Limited Warranties

### **Free 90-Day PARTS ONLY COVERAGE**

If the part is determined to be defective within **90 days** from the date on the original invoice the customer may return the part to us and we will either replace it with another of **LIKE KIND QUALITY**, repair it, or refund the customer, whichever we deem best. Customer must contact H&H prior to removing any defective part. A customer care number must be assigned and repair instructions provided prior to repair or replacement of goods. This standard warranty does not cover any labor expenses incurred by the customer, rental car fees, lost wages, or any other expenses incurred by the customer. **PARTS ONLY COVERAGE**

**Silver: 6-Month parts** replacement no labor coverage. Same conditions as above

**Gold: 12- month parts** replacement no labor coverage. Same conditions as above

**JET REMAN PRODUCTS:** parts or part & labor warranty with specific time and mileage limits listed on front of customer invoice. Labor paid at 65.00/HR based on R&I book time, and does not cover rental car fees, lost wages, or any other expenses incurred by the customer.

### **ALL WARRANTY COVERAGES HAVE THE FOLLOWING ELEMENTS IN COMMON:**

- A. To submit a claim all installs must have been performed at a **Certified Repair Facility** or an **H&H approved repair facility**. (Determined prior to sale) Installations that are performed at non-certified shops will not be covered under any warranty stated or implied. (Unless stated on the original invoice.)
- B. Installation guidelines and recommendations are supplied on all powertrain parts. It is the sole responsibility of the customer to locate the tags and follow all install instructions and perform all maintenance according to the manufacturers guidelines.
- C. Warranty will be null and void if failure results from any of the following:
  - i. Overheating
  - ii. Over revving, racing, or addition of any aftermarket performance parts
  - iii. Vehicle is lifted or has over-sized tires
  - iv. Exceeding manufacturers tow rating guidelines
  - v. Failing to follow install guidelines and procedures
  - vi. Failing to **Hot flush** or replace trans cooler (Documentation required)
  - vii. Incorrect fluids, additives, seals, gaskets were used in install (Documentation required)
  - viii. Failing to follow break-in instructions (All remanufactured products)
- D. Customer must provide an itemized original repair order, receipts for any parts, services, gaskets or fluids that were used to complete the installation, pictures if requested, and a completed defective check-list supplied by H&H Auto Parts or JET POWERTRAIN in order to process a warranty claim.
- E. H&H Auto Parts or JET POWERTRAIN will submit all claims to a 3<sup>rd</sup> party warranty company who may request a 3<sup>rd</sup> party inspection to be conducted at the shop where the installation was performed prior to making a warranty decision.
- F. This warranty is not transferable unless the original purchaser is a licensed car lot. In this case the warranty will transfer to the first registered owner of the vehicle after install.
- G. If the price to source a replacement part exceeds the original invoice amount (minus the cost of the warranty) at their discretion H&H Auto Parts or JET POWERTRAIN may refund the original invoice amount or request additional payment from the customer to cover the cost of the replacement.
- H. If the part was shipped or delivered to the customer by H&H AUTO PARTS or JET POWERTRAIN we will supply the replacement and pick-up the defective using the same method. If the customer picked up the part it is their responsibility to return the part to one of H&H Auto Parts locations to get the replacement. All parts must be returned complete and in the same condition in which they were received.
- I. All defective parts must be received at H&H Auto Parts before a replacement part is supplied or any warranty is paid out.
- J. Regardless of where the part was installed this warranty does not cover vehicles that are no longer in the lower 48 states.
- K. These are used parts and they are in as-is condition with all faults. We are not responsible for any personal injury or property damage as a result of defects in the parts. The customer must examine the parts and assumes all responsibility for injury to self, others, or for property damage resulting from the parts purchased and customer will indemnify H&H Auto Parts for any costs, or liabilities, including attorney fees, even if the defect causing the injury or damage is not apparent. Seller states that they in no way guarantee or warrant used merchandise for apparent or non-apparent safety hazards.

**BLOCK LABOR INSURANCE COVERAGE:** blocks of labor insurance coverage are available at the time of part purchase. \$250.00 of coverage is available at a cost of \$75.00 and \$500.00 of coverage is available at a cost of \$125.00. Customer can purchase multiple blocks to cover the cost of the installation. **INSURANCE MUST BE PURCHASED AT THE TIME OF SALE.** No exceptions. Silver or Gold warranty must be purchased on the part to be able to add any insurance coverage. **LINE E FROM ABOVE WILL APPLY TO ALL CLAIMS.** Claims paid will not exceed the total coverage purchased. Any remaining balance on claims submitted for less than the coverage purchased will be applied to future claims during the warranty period. Any remaining balance will expire at the end of the warranty period.

### **What is Covered:**

**Gas Engines:** We will cover the rotating assembly and valvetrain **ONLY**. The “rotating assembly” is considered to be the crankshaft, connecting rods, pistons, piston rings, main bearings, and rod bearings. “Valvetrain” is considered to be valves, rocker arms, pushrods, lifters, camshaft, and heads. This warranty guarantees that these components will perform consistent with the mileage stated on the part purchased. We do not cover exhaust, exhaust manifolds, intakes, turbos, injectors, water pumps, fuel rails, electrical connections, or electrical components. Some of these parts may be included with your part but are not covered under any warranty coverage stated or implied.

**Diesel Engines:** We will cover the “rotating assembly” and “valvetrain” **ONLY**. “Rotating Assembly” and “Valvetrain” definitions are referenced under the gas engine section above. We do not cover exhaust, exhaust manifolds, intakes, turbos, injectors, water pumps, high pressure pumps, oil coolers, electrical connections, glow plugs, sending units or electrical components. Some of these parts may be included with your part but are not covered under any warranty stated or implied.

**Automatic Transmissions:** We will cover the housing, torque converter and internal parts **ONLY**. We do not cover sensors. All automatic transmissions must be installed at a “Certified Repair Facility” regardless of the coverage on the part. All installation guidelines and procedures, including relearn process must be performed. (documentation required)

**Differentials, Carriers, and Transfer Cases:** We will cover the housing and gears **ONLY**. Shift motors, hubs, axle shafts, brakes, calipers, backing plates, and electrical connectors may be included with the part but are considered convenience parts and are not covered under any warranty coverage stated or implied.