



# Select Reman Exchange Parts Sales Limited Warranty Policy V2.0

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## Our Commitment

At **Select Reman Exchange**, we stand behind the quality of the diesel engine replacement parts we sell. This Limited Warranty applies to eligible new, remanufactured, and aftermarket replacement parts sold by Select Reman Exchange.

This warranty applies **only to replacement parts** and does not cover complete engines, long blocks, short blocks, or engine assemblies, which are covered under the separate **Select Reman Exchange Engine Limited Warranty Policy**.

By purchasing replacement parts from Select Reman Exchange, the customer agrees to the terms of this Limited Warranty.

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## Warranty Coverage

Eligible replacement parts are warranted to be free from defects in materials and workmanship when:

- Installed correctly
- Used for their intended application
- Maintained according to OEM specifications
- Operated under normal service conditions

This warranty applies only to the original purchaser and is not transferable unless required by law.

Warranty coverage begins on the original purchase date and continues for the period stated on the sales invoice, product listing, manufacturer documentation, or product packaging.

**Manufacturer Warranties:** Certain parts sold by Select Reman Exchange may be covered by a manufacturer warranty rather than a warranty provided directly by Select Reman Exchange. When a manufacturer warranty applies, the manufacturer is solely responsible for determining warranty coverage, approving or denying the claim, and providing the applicable warranty remedy, subject to the manufacturer's warranty terms and applicable law.

Select Reman Exchange will assist the customer with the manufacturer warranty claim process when applicable, including providing reasonable guidance regarding required documentation and claim procedures. However, Select Reman Exchange does not independently guarantee, assume, or extend the manufacturer's warranty and is not responsible for the manufacturer's warranty determination or denial.



Where Select Reman Exchange expressly provides its own written warranty for a product, the **Select Reman Exchange Parts Sales Limited Warranty Policy** shall govern that Select Reman Exchange warranty. The applicable warranty will be identified by the product documentation, sales invoice, quotation, or other written warranty documentation provided with the product.

Nothing in this section is intended to limit any rights or remedies that cannot lawfully be excluded or limited under applicable law.

For claims covered directly by a written Select Reman Exchange warranty, if the claim is approved, Select Reman Exchange may, at its sole discretion:

- Repair the part
- Replace the part
- Issue store credit or refund all or a portion of the original purchase price of the replacement part, as determined by Select Reman Exchange

For claims covered by a manufacturer warranty, the available remedies shall be determined by the manufacturer in accordance with the manufacturer's applicable warranty terms.

The remedies provided under the applicable warranty are the customer's exclusive remedies to the fullest extent permitted by law.

Any part repaired or replaced under a Select Reman Exchange warranty shall remain covered only for the remainder of the original applicable warranty period, unless Select Reman Exchange expressly provides a different warranty period in writing. Warranty repair or replacement does not restart, renew, or extend the original warranty period.

For products covered by a manufacturer warranty, the warranty period applicable to any repaired or replacement product shall be determined by the manufacturer's warranty terms.



## Warranty Exclusions

This warranty does not cover failures caused by:

- Improper installation, diagnosis, application, or part selection
- Abuse, misuse, racing, neglect, or lack of maintenance
- Overheating, lubrication failure, contamination, or debris ingestion
- Fire, flood, corrosion, freeze damage, or unauthorized modifications
- • Failure or damage resulting from performance modifications, aftermarket tuning or calibration, increased horsepower or torque beyond OEM or Select Reman Exchange approved specifications, overspeed, overfueling, competition use, abusive operation, overloading, or operation beyond the intended design limits.
- Normal wear and tear
- Damage caused by another failed component

Unless expressly provided under the applicable written warranty or specifically authorized in writing, this warranty does not cover labor, towing, rental equipment, downtime, lost profits, or incidental or consequential damages.

This warranty applies only to the replacement part purchased and does not extend to damage to other engine components unless required by applicable law.

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## Labor Coverage

Labor payment is not included under a Select Reman Exchange warranty unless expressly provided under the applicable written warranty or specifically authorized in writing by Select Reman Exchange. When a manufacturer warranty applies, any labor reimbursement or other labor benefit is subject solely to the manufacturer's warranty terms and approval.

When a Select Reman Exchange labor payment applies:

- Prior authorization is required.
- Labor payments are subject to the applicable Select Reman Exchange warranty terms and approved labor rates.
- • Approved labor payments are made to the original purchaser upon receipt of a paid labor invoice and any other documentation reasonably requested by Select Reman Exchange.
- • Select Reman Exchange is not responsible for the acts, omissions, workmanship, pricing, or business practices of any third-party repair facility selected by the Customer.

Failure to provide required labor documentation may result in denial of the labor payment.



## Warranty Claims

Warranty claims should be reported promptly after a failure occurs.

To evaluate a warranty claim, Select Reman Exchange may require documentation reasonably necessary to determine the cause of the failure and warranty eligibility, including:

- Proof of purchase
- Installation and labor invoices
- Engine Serial Number (ESN)
- Diagnostic reports
- ECM reports (when applicable)
- Maintenance records
- Oil or coolant analysis
- Photographs

Failure to provide requested documentation may delay or prevent claim approval.

Unless otherwise instructed, the failed replacement part must be returned for inspection.

Before shipping:

- Drain all fluids.
- Clean the part.
- Package it securely, preferably in the original packaging.
- Include the Warranty Return Authorization paperwork.

Do not use a core return shipping label for warranty returns.

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## Inspection & Claim Processing

All returned parts are inspected before warranty approval.

Inspection may include disassembly, dimensional inspection, failure analysis, contamination analysis, ECM review, and manufacturer evaluation.

Warranty claims are processed after all required documentation has been received, the product has been inspected, and manufacturer approval has been obtained when applicable.

Returned products submitted for inspection may be returned disassembled if the warranty claim is denied.



## Warranty Limitations

To the fullest extent permitted by law:

- This is the exclusive warranty provided by Select Reman Exchange for eligible replacement parts.
- No employee or representative may modify this warranty unless authorized in writing.
- Any implied warranties are limited to the duration of this Limited Warranty where permitted by law.

To the fullest extent permitted by applicable law, Select Reman Exchange's total liability arising out of or relating to the replacement part or any warranty claim shall not exceed the original purchase price of the replacement part giving rise to the claim.

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## Customer Responsibilities

To maintain warranty coverage, customers must:

- Verify the correct part application before installation.
- Follow OEM installation procedures.
- Replace any related components required by the manufacturer.
- Perform recommended maintenance.
- Retain proof of purchase.
- Preserve all failed parts until the warranty claim is complete.
- Cooperate with requests for documentation and inspection.

Failure to meet these requirements may affect warranty eligibility when the failure to comply contributed to the claimed defect or materially prevents Select Reman Exchange from evaluating the warranty claim.



## Questions?

For warranty assistance, please contact the Select Reman Exchange Customer Service Team before returning any replacement part.

To help us process your claim quickly, please have your order number, part number, Engine Serial Number (ESN), and proof of purchase available.

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### Select Reman Exchange Parts Sales Limited Warranty Policy

**Revision:** 1.0

**Effective Date:** \_\_\_\_\_

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