

## WARRANTY INFORMATION AND POLICIES

### Engine Warranty

#### **LIMITED ENGINE WARRANTY AGREEMENT:**

A Satisfied Customer is our Number 1 Goal.

It is up to the purchaser to document miles. Said documentation must be sent to Quality Sprinter after installation.

All warranties are void unless part is installed by a certified mechanic.

Refund or exchanges are not available unless part is in original condition and with our markings it was sent with.

All warranties are prorated based upon time or mileage.

In the event that the item was damaged during shipment, the buyer must contact us within 24 hours and retain all packing materials pending an examination by the shipment company.

- THE USE OF ANY PARTS FOR DIAGNOSTIC PURPOSES VOIDS ALL WARRANTIES.
- MIS-ORDERED OR MIS-DIAGNOSED PARTS ARE NON REFUNDABLE.
- ALL RETURN PARTS AND CANCELLED ORDERS ARE SUBJECT TO A 25% HANDLING AND RESTOCKING FEE PLUS THE CUSTOMER ASSUMES ALL SHIPPING COSTS AND IS RESPONSIBLE FOR SHIPPING THE PARTS BACK IN ORDER TO RECEIVE A REFUND.
- WE DO NOT WARRANTY OIL LEAKS ON ENGINES OR TRANSMISSIONS DUE TO SEALS OR GASKETS.
- ENGINES ARE NOT WARRANTED AGAINST WATER PUMPS, WIRES, INJECTORS, AND SUCH "BOLT ON ITEMS".
- WE DO NOT WARRANTY EMISSION COMPLIANCE OF ENGINES.
- WE ARE NOT RESPONSIBLE FOR IMPROPER INSTALLATION AND/OR LABOR CHARGES FOR INSTALLATION OR REMOVAL OF DEFECTIVE PARTS. WE DO NOT ASSUME TOWING, SHIPPING, OR TRANSPORTATION COST OR RESPONSIBILITIES.

#### **CONDITIONS THAT WILL VOID WARRANTIES:**

- If the item is improperly installed.
- If the item is operated without proper lubrication or cooling regardless of the reason.

Engine Warranty - Full Detail:

#### **DEFINITIONS:**

Engine: As used herein, the term engine shall mean, a used engine assembly (basic block, cylinder head and internal components) supplied by QualitySprinter.com or its subsidiary companies of the original manufacturer - Everything else is left on for convenience purposes only and is not included in the warranty.

#### **STANDARDS:**

Subject to the limitations listed herein, QualitySprinter.com or a subsidiary company, at its option will either give the customer another engine of the like kind and quality, if available from our stock or refund the purchase price if QualitySprinter.com or its subsidiary companies agrees engine IS defective. We will not be responsible for any labor cost incurred by the customer.

#### **LIMITATIONS:**

- This warranty applies to all engines. This warranty shall not apply to or include the following:
- Repair or replacement required as a result of any accident or misuse

- Repair or replacement of any engine item, including specifically, without limitation, to all components of the cooling, fuel, electrical, engine control system, and all ignition system components, belts, hoses and filters.
- Any engine used for competition racing or related purposes.
- Any engine which has been repaired or remodeled to which any device or accessory not conforming to original manufacturer specifications has been installed.
- Warranty DOES NOT apply to any engine damaged as a result of overheating or lack of lubrication. The warranty will be void on any engine returned with the heat tabs missing or melted out. Heat tabs will melt at 260 degrees and above.
- Any warranty repairs must be authorized by QualitySprinter.com or it's selling subsidiary company and will be handled on a case by case basis.
- If we elect to replace your engine with another engine, the replacement is considered to be a repair of the original unit. YOUR ORIGINAL DATE OF INSTALLATION and MILEAGE AT THAT TIME REMAIN IN EFFECT.

**ADDITIONAL LIMITATIONS & OWNER/USER OBLIGATIONS FOR THIS WARRANTY TO REMAIN IN EFFECT:**

- Engine oil and filter MUST be changed at the first 500 miles and every 3,000 miles thereafter (service records must be kept)
- Oil and temperature light/gauge and speedometer MUST be in proper working order
- New thermostat MUST be installed.
- New timing belt must be installed (if applicable)
- New rear main seal must be installed.
- Engines that are not installed by QualitySprinter.com and its subsidiary companies must have radiators flow checked. Radiators which do not meet original equipment manufacturers flow specifications, must be replaced.
- Mileage quotes, either expressed or implied, are not guaranteed to be accurate. Therefore, we assume no liability for mileage.
- **\*\*FAILURE TO PERFORM THESE OPERATIONS VOIDS WARRANTY\*\***

**LIMITED LIABILITY:**

The liability of QualitySprinter.com and/or its subsidiary companies is solely and exclusively limited to supplying a replacement engine if available or refunding purchase price. QualitySprinter.com and its subsidiary companies do not assume and have no liability for labor costs or replacement of oil or anti-freeze, damage to other engine parts or components, towing charges, telephone calls, freight, lost profits, lost time, substitute transportation or replacement vehicle or any other consequential damages. QualitySprinter.com and its subsidiary companies have no responsibility for any failure resulting from improper installation, modification of the product, faulty or incompatible parts and accessories and/or abnormal use of operation.

**ADDITIONAL REQUIREMENTS FOR NEW AND REBUILT ENGINES**

- New injectors must be installed before running engine.
- Injectors must be changed or serviced every 40K MILES
- INJECTOR FAILURE WILL VOID WARRANTY
- Turbo failure will void warranty.
- Purchaser must send proof of mileage before installation.
- Turbo lines must be changed.
- Core charge will apply when core is not rebuild-able.
- Proper oil must be used.
- Engine oil and filter must be changed at the first 100 miles and every 10,000 miles thereafter. Service records must be kept.
- Warranties are pro-rated based upon mileage and time.
- Use of improper oil or running low on oil will void warranty.
- Initial engine start must not be dry. Engine must be spun over without firing until oil has circulated and pressure has built up.

**LIMITED WARRANTY:**

This warranty is given in lieu of all other warranties, expressed or implied, including any warranty of merchantability or fitness for a particular purpose on the part of QualitySprinter.com and its subsidiary companies or the dealer installing the engine. No dealer, not agent or employee thereof, is authorized to extend enlarge, or any way change the terms of this warranty.

**Force Majeure : We shall not be deemed in default of this Agreement to the extent that performance of its obligations or attempts to cure any breach are delayed, restricted or prevented by reasons of any act of God, terrorism, war, fire, natural disaster, act of government, strikes or labor disputes, or any other act or condition reasonably beyond our control.**

**We do NOT accept anything Freight Collect.**

## Transmission

### **LIMITED TRANSMISSION WARRANTY AGREEMENT**

Quality Parts USA, D&P Industries, Inc., and [www.QualitySprinter.com](http://www.QualitySprinter.com) warrants to the original purchaser FOR A PERIOD OF 12 MONTHS FROM DATE OF PURCHASE or 50,000 miles, whichever comes first, that each remanufactured transmission sold will be free of defects in parts and workmanship. At our discretion, we will replace, or repair the subject transmission. It is up to the purchaser to document miles. Said documentation must be sent to Quality Parts USA, via [www.QualitySprinter.com](http://www.QualitySprinter.com) ([sales@qualitysprinter.com](mailto:sales@qualitysprinter.com)) after installation.

All warranties are prorated based upon time or mileage.

This warranty is a parts exchange warranty. All claims must be accompanied by the part and the original sales receipt. Defects must be verified and all work under this warranty authorized by Quality Parts USA, D&P Industries, Inc., We are not responsible for labor charges, fluid charges or parts that need to be replaced subsequent of the defective part. Transmission deemed within warranty in the event we do not have the part in stock to replace the defective part, we reserve the right to either:

- Repair the defective part,
- Locate a replacement part, or
- Provide a refund for the original purchase price.

QualitySprinter.com and its subsidiary companies shall deem this warranty void if part failure is caused by faulty installation, modification, negligence, racing, or competition use.

QualitySprinter.com and its subsidiary companies will not reimburse the cost of any labor or any other expense incurred by the purchaser, including but not limited to, towing charges, loss of time, loss of use of vehicle, inconvenience, lodging, oil filters, anti-freeze, telephone or telegraph charges, car or truck rental, gaskets, or seals.

This warranty is not transferable. Customer is responsible shipping and handling of replacement part(s). No transmissions will be accepted if not returned intact. QualitySprinter.com and its subsidiary companies must authorize all returns prior to shipping. This warranty does not apply to any transmission damage resulting from overheating due to lack of lubrication, or a non-functioning cooling system. Proper oil levels must be maintained at all times. Proper installation, calibration, good working order and inspection procedures including cleaning of cooler lines, clutch adjustment, PCM, good ground contacts, motor mounts, transmission mounts, no bent pans or crimped cooler lines and drive shaft must be followed to avoid accident or injury

Electronic transmissions, there are mechanical and electrical parts, components and connections in your vehicle that are necessary for your transmission to perform, but they are NOT a part of your transmission, this may cause malfunction of or damage to your transmission upon failure. These parts include but are NOT limited to, the computers, solenoids, actuators, relays, wiring harness, temperature sensors, speed sensors, and connectors. No warranty is given for any parts outside of the transmission. It is out of our control and your responsibility to verify that the components perform according to the manufacturer specification, only this guarantees the 100% performance of your transmission.

The following pre-installation maintenance must be performed to validate this warranty if applicable:

- Properly align torque converter if automatic transmission.
- Flush transmission cooling lines & transmission cooler (usually integrated with radiator) to get metal shavings from previous bad transmission out of system.
- Check transmission cooling lines for kinks or leaks to insure the replacement transmission receives proper cooling lubrication.
- Adjust throttle position sensor cable (Shift Knockdown Cable) correctly.
- Replace torque converter seal, driveline, and/or axle seals.
- Install new transmission filter kit.
- Must use factory approved fluids!

- All seals, gaskets and filters must be replaced before installing transmission in vehicle. This is the customer's responsibility!
- All transmissions must be installed, maintained, or adjusted by a qualified technician
- Some front wheel drive transmissions need to BE FILLED WITH differential oil.
- If this list of procedures is not followed, the warranty will be void, so please call us if you have any questions.

After installation, if the transmission does not work properly, please call us immediately so that we can help solve the problem before the transmission is ruined.

We are not responsible for different speedometer gears, linkage connections, cable connectors or shipping errors of the correct transmission for your vehicle.

Any claims for damaged during shipping are to be made directly to the carrier.

QualitySprinter.com or the selling subsidiary company must authorize all returns prior to shipping.

No transmissions will be accepted if not returned intact.

#### **What is not warranted?**

- Transmission and torque converter which failed due to improper installation, low transmission fluid level, improper cooling, neglect, abuse, or accident of vehicle.
- Transmission hard parts including drums, shafts, planetary assembly or case if abuse is determined.
- Any electronics, including solenoids, sensors or other related electrical components.
- Upon placement of order, customer accepts all terms and conditions of this warranty. All sales are final.
- No benefits or remedies are available under this limited warranty while the invoice for the unit or related services remains outstanding.
- Mileage quotes, either expressed or implied, are not guaranteed to be accurate. Therefore, we assume no liability for mileage.

#### **Limited Liability:**

The liability of QualitySprinter.com and/or its subsidiary companies under this warranty is limited solely to the repair or replacement of defective parts or workmanship. Buyer and seller agree the seller's price is based upon this limited warranty. Buyer and seller also agree the buyer's sole and exclusive remedy against seller on account of breach of contract; warranty or performance shall be for the repair or replacement at QualitySprinter.com and its subsidiary companies factory IN TEXAS, of defect, Transmission's workmanship or material within the periods of this warranty. The buyer will be responsible for shipment and subject to the limitations and conditions of this warranty.

#### **Limited Warranty:**

This warranty is given in lieu of all other warranties expressed or implied, including any warranty on the part of the dealer installing the transmission, unless said warranty is less stringent than that offered by QualitySprinter.com and its subsidiary companies. No dealer or any agent or employee thereof is authorized to extend or enlarge this warranty. All transmissions are sealed (signed) if seal is broken all warranty will be voided.

#### Additional Requirements For new and rebuilt transmissions -

- Purchaser must send proof of mileage before installation.
- Core charge will apply when core is not rebuild-able.
- TRANSMISSION MUST BE SERVICED COMPLETELY EVERY 30k MILES!
- Fluids must be approved via dealer or listed on our website.
- Use of improper fluid or running low on fluid will void warranty.
- Warranties are prorated based upon mileage and time.
- Cooling lines and transmission cooler must be replaced or serviced.

ALL RETURN PARTS AND CANCELLED ORDERS ARE SUBJECT TO A 35% HANDLING AND RESTOCKING FEE PLUS THE CUSTOMER ASSUMES ALL SHIPPING COSTS AND IS RESPONSIBLE FOR SHIPPING THE PARTS BACK IN ORDER TO RECEIVE A REFUND.

**Force Majeure : We shall not be deemed in default of this Agreement to the extent that performance of its obligations or attempts to cure any breach are delayed, restricted or prevented by reasons of any act of God, terrorism, war, fire, natural disaster, act of government, strikes or labor disputes, or any other act or condition reasonably beyond our control.**

## Remanufactured Rear End Warranty

### LIMITED REAR END WARRANTY AGREEMENT

Quality Parts USA, D&P Industries, Inc., and [www.QualitySprinter.com](http://www.QualitySprinter.com)

Warrants to the original purchaser FOR A PERIOD OF L2 MONTHS

FROM DATE OF PURCHASE or 50,000 miles, whichever comes first, that each remanufactured rear end sold will be free of defects in parts and workmanship. At our discretion, we will replace, or repair the subject rear end. It is up to the purchaser to document miles. Said documentation must be sent to Quality Parts USA, via [www.QualitySprinter.com](http://www.QualitySprinter.com) ([sales@qualitysprinter.com](mailto:sales@qualitysprinter.com)) after installation. To follow are points needed to have a warranty validated.

- o We must receive proof of mileage on your shops form, in order to validate warranty within 10 days of receiving rear end.
- o Core charge will apply when core is not rebuild-able.
- o Fluids must be approved via dealer or listed on our website.
- o Use of improper fluid or running low on fluid will void warranty.
- o Warranties are prorated based upon mileage and time.

All warranties are prorated based upon time or mileage.

This warranty is a parts exchange warranty. All claims must be accompanied by the part and the original sales receipt. Defects must be verified and all work under this warranty authorized by Quality Parts USA, D&P Industries, Inc., and we are not responsible for labor charges, fluid charges or parts that need to be replaced subsequent of the defective part on a rear end deemed to be within warranty. In the event we do not have the part in stock to replace the defective part, we reserve the right to either:

- . Repair the defective part,
- . Locate a replacement Part, or
- . Provide a refund for the original purchase price.

QualitySprinter.com and its subsidiary companies shall deem this warranty void if part failure is caused by faulty installation, modification, negligence, racing, or competition use. QualitySprinter.com and its subsidiary companies will not reimburse the cost of any labor or any other expense incurred by the purchaser, including but not limited to, towing charges, loss of time, loss of use of vehicle, inconvenience, lodging, filters, anti-freeze, telephone or telegraph charges, car or truck rental, gaskets, or seals.

This warranty is not transferable. Customer is responsible for shipping and handling of replacement part(s). No rear ends will be accepted if not returned intact. QualitySprinter.com and its subsidiary companies must authorize all returns prior to shipping. This warranty does not apply to any damage resulting from overheating due to lack of lubrication, or a non-functioning cooling system. Proper oil levels must be maintained at all times. Proper installation, calibration, good working order and inspection procedures and drive shaft must be followed to avoid accident or injury

. Must use factory approved fluids!

. All rear ends must be installed, maintained, or adjusted by a qualified technician that has the required equipment to diagnose and engine computer codes.

. If this list of procedures is not followed, the warranty will be void, so please call us if you have any questions.

After installation, if the rear end does not work properly, please call us immediately so that we can help solve the problem before the rear end is ruined.

Any claims for damaged during shipping are to be made directly to the carrier.

QualitySprinter.com or the selling subsidiary company must authorize all returns prior to shipping.

No rear end will be accepted if not returned intact.

What is not warranted?

. Any electronics, including, sensors or other related electrical components.

. Upon placement of order, customer accepts all terms and conditions of this warranty. All sales are final.

. No benefits or remedies are available under this limited warranty while the invoice for the unit or related services remains outstanding.

. Mileage quotes, either expressed or implied, are not guaranteed to be accurate. Therefore, we assume no liability for mileage.

Limited Liability:

The liability of QualitySprinter.com and/or its subsidiary companies under this warranty is limited solely to the repair or replacement of defective parts or workmanship. Buyer and seller agree the seller's price is based upon this limited warranty. Buyer and seller

also agree the buyer's sole and exclusive remedy against seller on account of breach of contract; warranty or performance shall be for the repair or replacement at QualitySprinter.com and its subsidiary companies factory in TEXAS, of defect, Rear end's workmanship or material within the periods of this warranty. The buyer will be responsible for shipment and subject to the limitations and conditions of this warranty.

Limited Warranty:

This warranty is given in lieu of all other warranties expressed or implied, including any warranty on the part of the dealer installing the rear end, unless said warranty is less stringent than that offered by QualitySprinter.com and its subsidiary companies. No dealer or any agent or employee thereof is authorized to extend or enlarge this warranty. All rear ends are sealed (signed) if seal is broken all warranty will be voided.

ALL RETURN PARTS AND CANCELLED ORDERS ARE SUBJECT TO A  
350% HANDLING AND RESTOCKING FEE PLUS THE CUSTOMER  
ASSUMES ALL SHIPPING COSTS AND IS RESPONSIBLE FOR SHIPPING THE PARTS BACK IN ORDER TO RECEIVE A  
REFUND.

Force Majeure: We shall not be deemed in default of this Agreement to the extent that performance of its obligations or attempts to cure any breach are delayed, restricted or prevented by reasons of any act of God, terrorism, war, fire, natural disaster, act of government, strikes or labor disputes, or any other act or condition reasonably beyond our control.

In the event that the item was damaged during shipment, the buyer must contact us within 24 hours and retain all packing materials pending an examination by the shipment company.