



9840 Oxbridge Pl Suite 300
Richmond, VA 23236
Phone: (855) 746-0222
Email: cs@purzauto.com

LIMITED PART WARRANTIES

Subject to the limitations below, your part includes a Ninety (90) Day Part Warranty. Our used auto parts warranty has no mileage restriction. Purzauto Auto Parts expressly warrants to the original purchaser from the date of purchase against the failure of the part due to defects in materials.

- **A One (1) or Three (3) Year Part Warranty and up to Three (3) Year Limited Labor Warranty can be provided for an additional charge, unless purchased at the time of sale. Labor Warranty duration cannot exceed Part Warranty coverage. If you would like to upgrade your part warranty or add a labor warranty and the part has not yet been delivered, please contact us immediately so that we can update your order with the additional warranty coverage. Prices vary depending on part purchased, length of coverage, or promotion at the time of purchase.**

ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED, TO THE EXTENT ALLOWED BY LAW, AND TO THE TIME PERIOD COVERED BY THIS WRITTEN WARRANTY. If the purchaser complies with the terms of this warranty, Purzauto Auto Parts will repair or replace a defective part without additional shipping cost to you. Purzauto Auto Parts may, at its discretion, provide a refund equal to the price paid for the part in lieu of repair or replacement of the part. The foregoing is the only, sole and exclusive remedy under the terms of this warranty.

EXCLUSIONS

1. Incidental or consequential damages including, but not limited to, damage to or the cost of related parts, loss of income, storage fees, travel expenses, loss of transportation, towing fees, rental vehicles or diagnostics are not covered by this warranty.
2. Parts installed in vehicles that are raced, used off-roading, or used for commercial towing are not covered by this warranty.
3. Parts installed in vehicles with modifications, including but not limited to the installation of parts not originally intended for the vehicle by its manufacturer, are not covered by this warranty.
4. This warranty does not cover damage or failure arising directly or indirectly from improper installation (not in accordance with the original equipment manufacturer's specifications) or related vehicle



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problems, misuse, maintenance, neglect, abuse, overheating, vandalism, abnormal operation, environmental conditions, accident or any damage which was apparent and not reported at the time of delivery.

GENERAL LIMITATIONS

1. This warranty is extended only to the original purchaser and is not transferable. You must be able to provide an original receipt in your name for the warranty claim to be considered.
2. Part warranties offer a “one time” replacement, unless the replacement part is found defective prior to or at the time of installation.
3. Any repairs or removal of the part will void the warranty, unless you call Purzauto Auto Parts for authorization first.
4. We reserve the right to have the part inspected to ensure that all pertinent provisions of this warranty have been met prior to any replacement, repair, or refund.
5. THIS WARRANTY IS NULL AND VOID IF:
 - a. Failures are caused by non-covered components, improper installation, failure to clear computer codes, defective workmanship, usage for which the part was not intended and/or improper maintenance (e.g. using the incorrect types and levels of fluids and lubricants, as specified by the vehicle manufacturer).
 - b. Product is installed in a vehicle for which the manufacturer did not intend it. (i.e. swaps and conversions)
 - c. Failure is caused by towing a trailer or other vehicle unless your vehicle is equipped for this purpose as recommended by the vehicle manufacturer.
 - d. Product is installed or operated outside of the United States.
 - e. Failure is caused by or related to a collision, fire, theft, vandalism, riot, explosion, lightning, earthquake, windstorm, hail, water, freezing, flood or any other Act of God.
 - f. Failure is caused by neglect, abuse, misuse, racing (whether on road or off-road), or modifications to the vehicle.
 - g. There is evidence that the vehicle was continually operated after a failure occurred.
 - h. The heat tabs are missing, tampered with, melted, misplaced, or otherwise not as originally installed.



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- i. The part is not installed within 30 days of receiving the shipment. Exceptions may apply if communicated to Purzauto within that 30 day timeframe.
6. This limited warranty gives you specific legal rights, and you may also have other rights, which vary from state to state.

USED POWERTRAIN PARTS WARRANTY

What's Covered?

All of the internal parts of engines and transmissions or any other type of assemblies such as transfer cases, and axle assemblies.

- Covers product failure due to defective material.
- We guarantee to replace, repair or refund the purchase price of the defective part.

What's Not Covered?

This warranty is limited to defects in the actual part ordered. No warranty is provided for any external parts that are bolt-on or attached, including, but not limited to, external solenoids, injectors (including diesel injectors), switches, sensors, cables, electronics, belts, hoses, water pumps or manifolds.

- Part accessories sent with the part for the convenience of installation.
- Parts applied to the wrong make, model or year of vehicle.
- Labor Costs (Unless the optional Labor Warranty is purchased)

USED POWERTRAIN PARTS INSTALLATION AND MAINTENANCE GUIDELINES

Purzauto believes in getting the job done right the first time. We will do our due diligence in delivering a good part to you. To further ensure your part and installation investment is protected please follow the installation guidelines that you will receive in your order confirmation for any of our used engines and transmissions.



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Axle Assemblies and Transfer Cases

At the time of installation, follow the procedures below:

- Replace the following with new parts: seals and cover gasket, where applicable
- Fill fluids to the proper level using correct fluids in accordance with vehicle manufacturer's guidelines.
- All tires on the vehicle must be the same size, brand, make, model and tread depth.

REMANUFACTURED LIMITED WARRANTY

Warranty specifics and terms will vary depending on the type of part or manufacturers that will supply us the part. Warranty document will be provided at the time of sale.

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WARRANTY VALIDATION PROCEDURES

To validate the warranty for your part:

1. Installation must be completed within 30 days of the delivery date.
2. The work indicated in the guidelines above must be performed and documented at the time of installation.
3. You will be required to provide us the above mentioned documentation, which includes the receipt and details of the work performed within 30 days.
 - a. If this installation is Commercial (performed by a shop), please send copies of the invoice(s)



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listing all the required parts used and details of the work performed for warranty validation to the contact below.

- b. If this installation is a DIY (Do-it-Yourself) project, please send a copy of all receipts for the purchase(s) of all required parts for warranty validation to the contact below.

The information above can be sent via email, fax or mail service to:

PURZAUTO

9840 Oxbridge Pl
Chesterfield, VA 23236
Email: cs@purzauto.com
Fax: (804)381-4380
Phone: (855)746-0222

LIMITED LABOR WARRANTY

Purzauto Auto Parts guarantees labor cost if labor warranty coverage is purchased under the terms and conditions of this section and billed in the same invoice as the part for which it was purchased. We do not offer the purchase of a labor warranty after the part has been delivered. If you would like to add a labor warranty and your part has not yet been delivered, please contact us immediately so that we can add a labor warranty to your order. Purzauto Auto Parts will reimburse labor costs subject to the terms, exclusions, general and specific limitations of our Limited Part Warranty provided that you purchased the One (1) Year or Three (3) Year Limited Labor Warranty, and your part was installed by an ASE certified auto mechanic or shop (within 30 days of delivery). Labor reimbursement will be paid out at \$55.00 an hour (for the removal and installation), and not to exceed standard book time per Mitchell or All Data Repair Manual. All warranty claims must be accompanied by the original sales receipt together with the extended warranty terms. The customer bears all responsibility for retaining and producing original sales and the extended warranty terms. Labor warranty is offered for a "one time" labor reimbursement.



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RETURNS, REFUNDS AND EXCHANGES

Purzauto Auto Parts will issue a full refund if an order is canceled PRIOR to shipping. You may return a part for refund or exchange within thirty (30) days from delivery date, provided that the part has not been installed and is returned in the same condition as provided to you. If you have purchased labor warranty coverage, you may cancel it prior to the delivery of the part. To initiate a return or exchange, please call Purzauto Auto Parts Customer Service at 1-855-746-0222 and speak to a representative to obtain return authorization. Returns that are not authorized or arranged by Purzauto Auto Parts will not be accepted or refunded.

If the customer ordered an incorrect part, changed mind, or the part is no longer needed after the part has been delivered, the customer is responsible for all shipping costs related to the order. Additionally, a 20% restocking fee may apply to certain parts.

To initiate a warranty claim, please call our Customer Service Department at 1-855-746-0222 and speak to a representative. We normally send an ASE certified inspector to validate and properly document the warranty claim. If the part is found to be defective, Purzauto Parts provides a replacement for all warranty claims. A full refund will be offered, only if Purzauto Auto Parts cannot provide a replacement.

Once the returned part is received and inspected by Purzauto Auto Parts (usually within 2 business days of receiving it), we will process your refund to the original method of payment. Please note that after Purzauto Auto Parts processes your refund it may take an additional 2 to 4 business days for your credit card company to post the refund to your account.

CORE CHARGES

The "core", simply put, is your old part. Certain parts can be recycled or remanufactured. There are occasions where Purzauto Auto Parts' affiliates require a core to be returned. This will apply to all remanufactured parts and select used parts. In this case we will pick up the core at our expense. Purzauto will need to be notified within 30 days after the part is delivered to arrange pickup of the core. Customers will be charged for any core not returned within 30 days.

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