



September 2021

## Warranty Policy

### 1 Year/Unlimited Miles with Proper Installation & Maintenance.

All warranty claims must be authorized by Turbo Solutions by calling 1-856-324-5884 prior to turbocharger removal. **Repair or Replace is our policy. No refunds unless approved in writing at point of original purchase transaction.**

All unit's remanufactured by Turbo Solutions LLC. are warranted against defects in our workmanship and materials. \*(subject to limitations and exclusions) Remanufactured or New Turbochargers: 1 Year/Unlimited Miles with Proper Installation & Maintenance (from date of purchase or date of Install with permission from Turbo Solutions) Warranty applies solely to the original purchaser and is not transferable. Warranty is voided if any portion of Engine Aftertreatment system is faulty or disabled/deleted. We only warranty the Turbocharger and progressive damage is NOT covered.

Warranty is expressly conditioned upon the covered unit being properly installed on vehicles approved by the OEM for such purposes.

### Warranty does not extend to unit failures due to:

- Improper installation or maintenance
- Lack of, low, incorrect, or contaminated lubricant
- Over temperature operation
- or Foreign Object Impact Damage

### Warranty Procedures:

- Call or Email request for Warranty RGA Tracking Number
  - Phone: 856-324-5884 or email us [help@tsreman.com](mailto:help@tsreman.com)
  - If Distributor has their own tracking number or their Customer Name, please provide to be included in our RGA document
- FedEx Prepaid Shipping Label will be sent
  - Air label if Truck Down Emergency Situation
  - Ground label if Diagnose Only Situation
- Once unit is received:
  - We will Inspect and resolve claim within 48-72 Hours
  - Call will be made to contact name listed on RGA document
  - Report will be sent with conclusion and Photos upon request
  - If Approved, Credit or Replacement will be sent
  - No warranty Labor will be considered unless:
    - Work is done in Authorized Stocking Distributor Shop (No over the Counter Sales are applicable)
    - Warranty return is a true workmanship issue (Non-Warrantable Turbos do not qualify for labor consideration)
    - Proof of Oil Change and Filter service is presented with claim (Air Cleaner/DPF & EGR inspection)
    - Maximum Claim paid after approval is \$300.00 (3 hours labor @ \$100 per hour)