

## **LIMITED PRODUCT WARRANTY**

Zylstra fuelbox warranty is a 3 years limited warranty against defects in material and workmanship. Zylstra, Inc. sending unit, install kits and transfer pump sending units are covered by a warranty period of one year. Our warranty is effective in the U.S. from the date of purchase to original purchaser. Original Purchaser shall mean the person who purchases a new product for his own use or the person who first purchases a vehicle in which a Zylstra Product has been installed as original equipment. The Zylstra fuelbox is designed for use with diesel fuel only. Zylstra, Inc. reserves the right to examine the claimed defect upon return of product to our facility with all shipping charges being prepaid. No payment will be made for parts purchased or repaired in the field without prior authorization from Zylstra Inc. If the claim is determined valid, repair or replacement will be made at manufacturer's option. The warranty for replacement parts shall be for the unexpired term of the original warranty. This Warranty will not apply when product failure is caused by conditions beyond the control of Zylstra, Inc. such as: (1) Damage from misuse or negligence, (2) Damage caused by improper installation, (3) Damage caused in shipment or improper handling. (4) Product ordered incorrectly. This warranty shall be void if the product is altered in any way. This warranty does not cover the following consequential damages: Loss of use of warranted product, loss of time, inconvenience, transportation expenses, expenses for travel, lodging, fuel, lost revenue and loss or damage to personal property.

## **SHIPPING POLICY**

Our terms of sale are F.O.B. our factory the responsibility for damage in transit is the carriers whether it be visible damage or concealed damage. All Shipments must be inspected at delivery or pick-up. Insist that damages be indicated on all copies of the Freight Bill of Lading. Please note that while the crate may appear to be intact, there may be concealed damage within, product dropped by carrier can be damaged inside the crate. If product is damaged, either refuse delivery or call Zylstra Inc. for instruction. All damage or shortage must be reported to us within two working days of delivery. Carrier must be called requesting that inspection be made. Product must be inspected by Freight Company before being returned to Zylstra, Inc. Zylstra, Inc. policy is to reship new product upon our receipt of Damage Report and or damaged product. Damaged product must be picked up for return to us prior to re-shipment. Do not return merchandise without our authorization. We will not accept return merchandise from the carrier unless our authorization has been issued. No authorization for returned merchandise will be granted after 30 days. We have taken every precaution to insure safe arrival, but our responsibility ceases when shipment is turned over to the carrier. Zylstra, Inc. reserves the right of refusal of any claim. All claims are subject to Zylstra, Inc. inspection of damage. Zylstra, Inc DOES NOT guarantee delivery dates. Custom/Specialty orders require a non-refundable deposit and Custom/Specialty orders are non-cancelable once in process. Custom/Specialty can mean any product manufactured to specific instructions, non-stock items, special material instructions, etc. Any orders cancelled after shipping are subject to a 20% restocking fee. ALL freight charges, including duties, custom and other related freight charges are the customer's responsibility and will be collected.