

Return and Warranty

The warranty term on all ARM Diesel Solutions (Seller) products is of 6 months from the date of issue by ARM Diesel Solutions of the corresponding sales invoice.

Complaints about defects of any kind shall be notified to us immediately, including a detailed report of the issue, and the indication of invoice number and date on which the goods have been supplied. ARM Diesel Solutions does not warranty any product which has been subjected to misuse or accident, defective assembly by the Purchaser or third parties, or any product which has been repaired or altered by other company.

The defective product shall be shipped back to the Seller, in the original box with a copy of the invoice, which is going to be sent to the factory's laboratory (Brazil or Italy) for technical analysis. Once the laboratory submits a technical report confirming the issue on the item, a credit note will be given to the Buyer for his next order.

However, any transport cost related to the return of goods under warranty claim shall be borne by the Customer, who has the right to demand a corresponding refund if the warranty case is confirmed, and providing appropriate documentation of reasonable transport cost.

August 20, 2020

ARM Diesel Solutions