



Return and Warranty

Revised February 2024

ARM Diesel Solutions does not accept new products returns.

The warranty term on all **ARM Diesel Solutions** (Seller) products is of 12 months from the date of issue by ARM Diesel Solutions of the corresponding sales invoice.

We offer a sensible and customer-friendly warranty to back up our quality promise. This warranty covers all our products for twelve (12) months, with unlimited mileage. We HIGHLY recommend that all components are installed by a certified technician.

ARM Diesel Solutions liability is hereunder being expressed as limited to repair or replacement of defective goods at seller's location and excludes, without limiting, failure caused by misuse, abuse or neglect, indirect or consequential losses or any other financial losses (e.g.: downtime) caused by any warrantable failure (s).

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 another company.

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Warranties are granted to the original purchaser of the unit and are neither transferable nor redeemable, proof of purchase and identification may be required prior to the approval of warranty.

Warranty effective date is the date of shipment of the component. Proof of purchase is required upon return of the component. If proof is not supplied, unit date code will be used. If the suspect part is found to be defective, it will be credited or replaced at the option of **ARM Diesel Solutions**.

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.

ARM Diesel Solutions assumes no liability and will not incur the costs of labor, technical fees, towing, rental/courtesy vehicles, etc. that relate to the purchase and installation of units purchased. Or 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.

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Warranty Coverage:

- No contaminants of any kind including, but not limited to, non-diesel fuels, gasoline, any substance that causes staining, corrosion, foreign debris, or rust.
- No signs of tampering, modification, abuse, or non-original parts.
- No signs of performance related damage (burnt tips, altered parts, etc)
- Must not be due to improper application, installation, or operation.

To send in your product for warranty:

Return the component in an appropriately sized box along with sufficient packaging material (such as crumpled newspaper, cardboard, or Styrofoam). Place a return label or post label in a visible location on the outside of the box.

Any components sent without proper documentation risk being identified as a core and, once identified as such, the decision will not be reversed.

Under no circumstances will **ARM Diesel Solutions** be responsible for any incidental or consequential damages which may result from the breach of any expressed or implied warranty, including any liability for loss of use or diminished value.

ARM Diesel Solutions reserves the right to alter or modify this policy at any time. Customer notification of any changes to the warranty policy will occur before implementation of revised policy.

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