



## HD Services Warranty Policy

This serves as the Warranty Policy for ANY Component that is purchased through HD Services unless otherwise specified by the HD Services Representative during sale. All aspects of this policy are subject to the authority and discretion of HD Services' ownership.

### Standard Warranty:

- 6 Month Standard Domestic (USA) Warranty: From the date of shipment, HD Services guarantees all fully rebuilt aka "top shelf rebuilds" components from any defects by way of parts failure or workmanship faults of that of HD Services.
  - This warranty is to be upheld by HD Services alone. All repairs, corrections or troubleshooting processes will need to be done at the discretion of HD Services Management.
  - HD Services MUST be made aware of any issues Immediately upon knowledge of the issue. IF HD Services is not made aware of a situation or issue prior to the customer or purchaser begins continuing to run or attempting to repair the component could void any warranty.
  - Any 3<sup>rd</sup> party involved in troubleshooting and/or repair needs to be done at the request or direction of HD Services.
- 6 Month Standard International Warranty: All aspects of the above standard Domestic (USA) warranty apply with the following restrictions.
  - Oil Samples and filter/screen pictures are required for any troubleshooting process at customer's expense. *This may be reconciled at HD Services' expense if deemed appropriate by HD Services.*
  - If the component is sold to a third party, HD Services may request to speak to end user directly on behalf of brokerage. *HD Services prides itself on having the highest ethics and integrity and will never purposefully attempt to market or gain a customer through this contact.*
  - If the component needs to be repaired by HD Services, HD Services may not be held liable for international shipping charges for the component.
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*OWNER'S NOTE: Here at HD Services, our goal is to ensure that customers are always satisfied with their product and this policy should never be an issue during normal circumstances. However, in the event where a warranty claim arises, HD Services has the full authority to either uphold or waive any and all areas of this policy, or go above and beyond this policy and its time lines if HD Services sees it necessary.*