

## Warranty Procedures

If you are experiencing a problem with a Factory product, please complete the Warranty Initiation Claim Form and fax or email it to us to begin a claim. A technician will call to give direction on repair. Any work done without pre-authorization will not be considered for payment.

ALL FAILED PARTS AND REPAIR ORDERS MUST BE TURNED IN WITHIN **15 DAYS** FROM CLAIM DATE OR CLAIM WILL BECOME VOID AND WILL NOT BE PAID.

*Failure to follow Factory claim process will also render a claim void.*

### Warranty Policy Guidelines:

1. All repairs or sublets must be PRE-APPROVED by Factory warranty department. Any work done without approval will not be considered for payment. Labor and repair times will be paid based on industry standards.
2. Factory will not cover any excluded items outline in the limited policy & procedures. Some of those items include (but are not limited to): Towing, shop supplies, sales tax, consumables (oil, filters, etc.), mileage, downtime, mark-up, or rental.
3. Incomplete forms will not be processed. Engine must have been registered at time of sale, Factory will not start a claim until complete registration information has been received from the original installer or vehicle owner.
4. Repairing location must call Factory Warranty department (1-800-355-0068) upon completion of the repair and prior to the release of the vehicle to the owner. Payment will NOT be issued until failed product has been returned and analyzed.

Email Factory for additional warranty or technical assistance: [warranty@EnginesFactory.com](mailto:warranty@EnginesFactory.com)

***NOTE: The owner may be responsible for some cost(s) associated with the warranty repair process. Refer to Limited Warranty Policy and Procedures at [www.EnginesFactory.com](http://www.EnginesFactory.com)***