

# Warranty Statement

**MESSAGES** – All invoices have a message that pertains to warranty coverage or core eligibility that begins at the date of the invoice. Any claims or returns will not be considered after that time frame.

**VENDOR WARRANTY** – Parts may carry a vendor warranty and are not covered directly by Vander Haag's Inc. Vander Haag's will return defective parts into the vendor along with any other requested documentation or parts. Evaluation can take up to 90 days and credit is at the discretion of the vendor. Credit will not be issued to the purchaser unless issued by the vendor.

**USED ENGINES** – Vander Haag's, Inc.'s used engine warranty covers the Basic Engine: Block, crankshaft, camshaft, bearings, internal gears, valve lifters, rocker arm assemblies, push rods, valve guides, pistons, rings, cylinder liners, connecting rods, cylinder heads, head gaskets, and all engine long block internally lubricated parts. Other engine gaskets and oil seals will be covered only when replaced during repairs or replacements of the above parts. The warranty does not include engine accessories, including but not limited to: wiring, electronic control modules, electronic sensors, sending units, fuel pumps, fuel injectors, carburetors, water pumps, air compressors, A/C compressors, power steering pumps, turbos, oil coolers, after coolers, fan clutches, flywheels, alternators, starters, intake manifolds, exhaust manifolds, engine brakes, engine covers, EGR components, or motor mounts. Oil filters, oil, gaskets and seals must be replaced by the customer at the time of installation of the used engine as well as fluids added. It is recommended that the installer replace the front and rear main seal prior to installing the engine. There is no labor reimbursement offered on Vander Haag's used engines.

**TRANSMISSIONS & DIFFERENTIALS** – Vander Haag's, Inc.'s transmission and differential warranty coverage is limited to the new, used, or rebuilt internally lubricated components. Exclusions of coverage include, but are not limited to, incorrect fluids, oil leaks because of seals and gaskets, electrical components, or installation error by a third party service center. There is no labor reimbursement offered on Vander Haag's used transmissions and differentials.

## **Vander Haag's Inc. Heavy Duty Rebuilt Transmission**

- 2 Year Unlimited Mileage, Parts and Limited Labor if installed at a Vander Haag's location (VHI reserves the right to repair, supply parts, or pay cost of parts) – Labor to repair (the transmission itself) fully covered if repaired by VHI. Labor coverage of up to \$500 towards R&R.
- **2 Year Unlimited Mileage Parts Warranty.** 1<sup>st</sup> Year Parts and Limited Labor if sold over the counter (VHI reserves the right to repair, supply parts, or pay cost of parts). Labor to repair (the transmission itself) fully covered if repaired by VHI. Labor coverage of up to \$500 towards R&R. 2<sup>nd</sup> Parts Only (VHI reserves the right to repair, supply parts, or pay cost of parts). Labor to repair (the transmission itself) fully covered if repaired by VHI. No labor coverage towards R&R.

**LABOR COVERAGE** - Vander Haag's, Inc.'s does not include any labor coverage for used parts.

## Warranty Exclusions (including but not limited to)

- Towing
- Down time
- Diagnostic time
- Progressive damage
- Fluids
- Shop supplies
- Oil Leaks
- Loss of Revenue or use of vehicle
- Accident, Abuse, Neglect, Alteration,
- Improper installation, Improper maintenance, or Improper application
- Travel, lodging, Rental expenses
- Road service calls / overtime

Repair or replacement will be at the discretion of Vander Haag's Inc. Replacement parts may need to be paid for before shipping them out. This will be at the discretion of Vander Haag's Inc. Any claims cannot, and will not, exceed the original purchase amount of the original part. Vander Haag's parts provided as replacements under this warranty are warranted only for the remainder of the original warranty period.

Refunds will be issued at the discretion of Vander Haag's Inc. once the part is received and inspected. Shipping costs are not reimbursed under warranty claims.

There are no other expressed warranties, whether written or oral, other than the warranty set forth above. All implied warranties, including without limitation the implied warranties of merchantability or fitness for a particular purpose, are expressly disclaimed. Any modifications to this limited warranty shall be in writing only by an authorized representative of Vander Haag's, Inc. All Vander Haag's, Inc. warranties are non-transferable.

## **CLAIMS PROCEDURE**

1. Purchaser shall provide via E-mail or mail, the name, address, and phone number, of the repair facility along with a detailed diagnosis, estimate that includes part numbers and break down of labor of scope and nature of work to be done. Phone 800-242-5030 or 712-262-7000.  
Email [cs@vanderhaags.com](mailto:cs@vanderhaags.com)
2. The original sales invoice must accompany all claims. Purchaser must keep receipts showing dates, mileage and service performed and/or materials purchased and furnish them to Vander Haag's, Inc. when presenting a claim.
3. Repair facility must be one that is open to the public and is in the business of truck repairs.
4. Repair facility must be willing to use Vander Haag's Inc. provided parts.
5. Repair facility must agree to return to Vander Haag's, Inc. all replaced and damaged parts.
6. All warranty work MUST BE AUTHORIZED by Vander Haag's, Inc. before any work may be done or the claim may be denied.
7. Any warranty reimbursements will be made to the purchaser after repair invoices are submitted.
8. Any requested information to resolve the claim must be submitted within 30 days of the claim being filed otherwise it will be considered closed.