

TRANSMISSION DEPOT INC (A Twisted Torque Company)
6802 Jasmine Blvd Port Richey Fl 34668
Phone (727) 868-9462
Fax (727) 284-6794 Email: sales@transdepot.net
www.transdepot.net

EFFECTIVE AS OF 7/13/2023

3 Yr. Limited Warranty Activation

Transmission Depot "A Twisted Torque Company" has supplied me with a written warranty, and I have read and understand the terms.

I understand if there is any issue with transmission, I must call Transmission Depot 727-868-9462.

Return Policy:

Warranty activation form must be returned within (10) days from date of delivery.

This form must be in our possession on file to be eligible for any type of Warranty.

NO EXCEPTIONS.

All returns for warranty/exchange and/or claims after 30 days Buyer Pays Return Shipping.

Proof of Purchase/Warranty Activation is required for all returns.

WE REQUIRE PRIOR AUTHORIZATION BY OUR WARRANTY DEPT. BEFORE A CUSTOMER RETURNS MERCHANDISE FOR WARRANTY OR ANY OTHER REASON.

SHIPPING@TRANSDEPOT.NET

3 Year Warranty Covers Parts Only.

Transmission will be repaired or replaced at the discretion of Transmission Depot.

ALL SHIPPING FEES ARE NON-REFUNDABLE

Returns after 30 Days:

These items are considered custom order items and are non-cancellable, non-returnable and non-refundable.

All transmissions returned for warranty will be repaired / replaced at our discretion.

Our facility will inspect unit for cause of failure and provide a report to customer in a reasonable and timely manner.

(Usually within 5 business days).

The customer is responsible for all shipping charges.

Warranty Activation Form must be on file.

NO EXCEPTIONS.

A Copy of Installation Receipt from A Certified Automotive Repair Facility within 30 Days of Receipt.

I, _____ have read and understand the terms set forth in this warranty agreement.
Print Name

DATE

ORDER NUMBER

MAKE A COPY OF THESE DOCUMENTS AND KEEP ON FILE

TRANSMISSION DEPOT INC (A Twisted Torque Company)
6802 Jasmine Blvd Port Richey FL 34668
Phone (727) 868-9462
Fax (727) 284-6794 Email: sales@transdepot.net
www.transdepot.net

The Remanufacturer product warranty will only be honored within the continental United States. Remanufacturer reserves the right to charge back the cost of the unit, shipping, or labor charges should it be determined that the failure was caused by improper installation, abuse, misuse, lack of maintenance, neglect, accident(s), vandalism or any other condition not covered by this warranty.

**3 Year/Unlimited Mileage Warranty
For all cars & light duty trucks**

- Warranty is for 3 Years/unlimited miles.
 - Warranty Activation must be filed in office within 10 days.
 - Warranty is for the original purchaser and is nontransferable.
 - Warranty is not extended due to warranty work and/or goodwill repairs performed on the transmission.
 - Repairs or replacements will be made at the Transmission Depot factory within a reasonable time after notice and upon receipt of the goods deemed to be defective.
 - Warranty is void if any person or entity other than Transmission Depot opens or tampers with the unit.
 - We reserve the right to refund the full purchase price, less 25% re-stocking fee for all items returned where no warranty assistance is provided and accepted.
 - Warranty is void if transmission is exposed to water or water is found to have been inside.
- INTALLATION: Should there be a determination of installation error, photos will be taken, damage will be documented, and repair charges will apply. Bench Fee is \$250.00 + Plus!
- Transmission must be serviced within 12 mos. of purchase and must be serviced once a year. **Documentation required, or warranty will be void.**
 - New converter must be purchased and installed with all transmissions. Dated documentation required. (Unless Provided with New Transmission)
 - Transmission Must Be Installed By ASE Certified Automotive Shop within 30 Days of Delivery. Proof Of Install Must Be Provided. **If No Install Receipt Provided, Warranty will be 1yr Defect Only.**

IT IS REQUIRED THAT YOU SIGN OUR WARRANTY AGREEMENT TO VALIDATE YOUR WARRANTY COVERAGE WHEN MERCHANDISE IS RECEIVED AND RETURN TO:

6802 JASMINE BLVD PORT RICHEY FL 34668

RETURN POLICY 3 Year WARRANTY / EXCHANGE OR REPAIR **PARTS ONLY**

Warranty on items are as follows:

3 Year/Unlimited Mileage Warranty on Transmissions in Cars and Light Duty Trucks
*90 Day Defect Warranty on Stage 3 and Higher Builds or Custom Transmissions

I, _____ have read and understand the terms set forth in this warranty agreement.
Print Name

DATE

ORDER NUMBER

MAKE A COPY OF THESE DOCUMENTS AND KEEP ON FILE

TRANSMISSION DEPOT INC (A Twisted Torque Company)
6802 Jasmine Blvd Port Richey FL 34668
Phone (727) 868-9462
Fax (727) 284-6794 Email: sales@transdepot.net
www.transdepot.net

3yr Warranty

I, _____ have read and understand the terms set forth in this warranty agreement.
Print Name

DATE

ORDER NUMBER

If there is ANY issue with transmission, you must call Transmission Depot Inc. immediately 727-868-9462.

This warranty does not include any materials, components, labor, or parts of the vehicle other than transmission and components purchased. Warranty is valid if failure of a transmission should occur during the specified warranty period, and it is determined the failure is due to the defect in workmanship or parts installed. Warranty is Parts Only.

This warranty does not cover:

Labor

Improper installation

Contamination Failure Due to Lines/Cooler Not Flushed Properly

Abnormal wear from contaminants.

Vehicle used for towing purposes unless a proper transmission cooler has been installed.

Fluid starvation for any reason.

Damage caused by abuse/misuse, neglect, or accident.

(If you call in with an issue, it is your responsibility to work with us to resolve issues within 7-10 days.)

If an issue is reported and you continue to drive the vehicle, this is considered abuse and neglect.

Diagnostic time, fluids, filters, or shop materials.

Loss of transportation or vehicle rentals.

Any towing charges.

Loss of income or revenue.

Loss of time.

Warranty/Return Policy Details:

Warranty activation form must be on file.

All warranty claims must be called in to us (Transmission Depot Inc.) **first** to expedite the fastest way to solve any claims. All transmissions units carry a 3 Year/unlimited mile warranty on parts only.

TRANSMISSION DEPOT IS NOT RESPONSIBLE OR LIABLE FOR ANY TAXES / DUTIES / SHIPPING FEES ASSOCIATED WITH INTERNATIONAL SHIPMENTS.

3 Year. Warranty Excludes International Customers.

All transmissions returned for warranty will be repaired or replaced at the discretion of Transmission Depot after being inspected for failure.

We do not pay labor costs for installation or removal of transmission.

Warranty activation form must be on file/ filed within the required time frame or warranty claims will not be honored.

NO EXCEPTIONS!!

MAKE A COPY OF THESE DOCUMENTS AND KEEP ON FILE

TRANSMISSION DEPOT INC (A Twisted Torque Company)
6802 Jasmine Blvd Port Richey Fl 34668
Phone (727) 868-9462
Fax (727) 284-6794 Email: sales@transdepot.net
www.transdepot.net

Automatic Transmissions installed in Medium/Heavy Duty Trucks (Vehicles 11,000 G.V.W. or greater)
18 months or 100,000 miles

Transmission Depot "A Twisted Torque Company" issues this non-transferable Limited Warranty to the original purchaser/owner of the vehicle in which the engine, transmission or component is installed. Transmission Depot "A Twisted Torque Company" warrants the remanufactured transmission which was purchased and is described in this warranty to be free from defects in materials or workmanship if properly installed and maintained during the specified warranty period. If the remanufactured transmission fails due to a defect in materials or workmanship during the specified warranty period, the Transmission Depot "A Twisted Torque Company" will repair, replace or refund, at the discretion of Transmission Depot "A Twisted Torque Company" the transmission in question.

Warranty registration is necessary to obtain warranty coverage on Transmission Depot "A Twisted Torque Company" Products within 30 days of installation. When registering your product you must save your proof of purchase receipt.

This warranty does NOT cover: Towing charges, diagnostic time without prior approval, fluids (unless purchased from Transmission Depot "A Twisted Torque Company" on the original invoice), vehicle rental, transportation charges, loss of time, loss of income, loss of use of the vehicle, storage fees, or consequential, special, punitive, or incidental damages. In no event shall Transmission Depot "A Twisted Torque Company" be liable for any amount of money beyond the Transmission Depot "A Twisted Torque Company" sale price of the transmission to the Purchaser plus the appropriate labor allowance as specified in section 1 above.

I, _____ have read and understand the terms set forth in this warranty agreement.
Print Name

Signature

Order Number

MAKE A COPY OF THESE DOCUMENTS AND KEEP ON FILE