



AUTHORIZED WARRANTY/DEFECTIVE POLICY & PROCEDURES

Carter fuel pumps are warranted to be free from defects in material and workmanship, under normal use and service, for 12 months from the date of purchase. *The remedy for breach of this warranty is limited to free exchange of the product shown to our satisfaction to be defective. Liability for neglect, misuse, special, incidental, direct, indirect, and consequential damages is specifically disclaimed. No other warranty, either expressed or implied, including merchantability or fitness for a particular purpose, is made.*

F-M Authorized policy and procedures for this type of return are as follows, *with no exceptions:*

- A. Allegedly defective parts require approval by an F-M sales representative.
- B. The allegedly defective part should be returned in the Federal-Mogul box from the free exchange and accompanied with either a Federal-Mogul supplied warranty tag or paperwork specifically defining: *vehicle owner name and telephone, installer business name, address and telephone, part number, make-model-year, alleged defect, duration of service, copy of original invoice, and signature of installer.*
- C. No credit will be issued without warranty tag or supporting documentation as noted.
- D. No credit will be issued without a work order or copy of customer original invoice.
- E. No credit will be issued for in-tank Carter electric fuel pumps installed and used unless accompanied by the strainer used on the allegedly defective pump.
- F. The warranty does not include: the cost of labor for removal and installation; police cars, race cars, taxis, commercial, fleet, governmental or modified vehicles; product that has been subjected to misuse, accident, improper installation, maintenance or improper application; obsolete parts no longer available from F-M; product that has been transferred to the vehicle on which it was originally installed.
- G. No credit will be issued for opened boxes that can be resealed and returned to inventory of the local distributor or reseller, dirty or damaged packages, or competitor products.
- H. Damaged in transit, mispackaged or missing parts are not subject to warranty/defective policy and procedures. Damaged in transit, mispackaged or missing parts will be exchanged via the Federal-Mogul distributor. Distributors should call customer service @ 1-800-560-1400 for a Returned Goods Authorization (RGA) and directions for the return.
- I. Allegedly defective product submitted for the purposes of misrepresenting circumstances surrounding the claim (e.g., old parts replaced during the repair) will be considered fraud and prosecuted accordingly.