

# Knucklebusters

Automotive Parts & Service

290 East Broad Street; P.O.Box 552, Tamaqua, PA 18252 - PH: (570) 668-3435 FAX: (570) 668-3454

## Important Warranty information

Our warranty is to the original purchaser that all parts specifically described on the purchase invoice will be free from failures or defects in materials or workmanship subject to the terms and conditions set below. Base Warranty: 30-Days: Parts Only. For complete warranty info., please visit our website ([www.knucklebusters.biz](http://www.knucklebusters.biz))

All sales are final. Parts found to be defective during the Warranty period will be replaced, repaired, or refunded at the sole discretion of **Knucklebusters**. Parts will be replaced with a comparable item such as - a recycled part with a recycled part; or, remanufactured part with remanufactured part. Electronic and/or computer modules carry a one-time free replacement warranty and will be replaced one time within 30-days if found to be defective. You must afford **Knucklebusters** the opportunity to replace a part if determined to be defective within the warranty period. If you purchase another part, new or used prior to allowing **Knucklebusters** time to correct the error your return, if accepted, will be subject to a 25% restocking fee as well as shipping service fees will not be refunded. No purchase will be refunded, exchanged, or otherwise credited without the return of the purchased item to **Knucklebusters**, at the purchasers' expense.

This Warranty applies only as long as the part is still installed in the vehicle for which it was originally purchased. This Warranty is non-transferable. Specifically excluded from this Warranty are items attached to the purchased part but which are not explicitly listed on the invoice. This Warranty covers normal on-road use only. In the event that the part is installed in a vehicle driven off-road or for marine, racing or competition purposes then this Warranty is void and the only Warranty provided is that the part is operational at the time of installation. Any improper use, abuse, overheating, improper fluid levels, neglect, careless handling, improper installation, repairs or modification, or removal by anyone other than the licensed professional repair facility that performed the original installation shall void this Warranty. All Warranted parts found to be defective must be returned to **Knucklebusters** within 10 business days from the date of failure, along with all documentation required by this Warranty. Any part replaced or repaired under this Warranty including all subsequent installations shall have the benefit of this Warranty for the balance of the time and mileage of the original Warranty period from the original date of the original part only. All claims under this Warranty require that you provide a record of the date installed, a copy of the original installation technicians ASE certificate(s) plus the year, make, model, vehicle identification number, mileage, and engine number of the vehicle in which the part was installed. All claims must include the original invoice; a copy of the original completed installation repair order with evidence of proper installation; and, evidence of all required maintenance. Any claim of failure found to be invalid will result in the part in question being returned to the customer, at customer's expense. If there is a dispute regarding these terms and procedures, the parties of this agreement agree to submit the matter to arbitration in the city of Tamaqua, Pa. in accordance with the Commercial Rules of Arbitration Association. The parties agree to be bound by the decision of such arbitrator.

Items modified or taken apart for testing will not be available for return. Items returned that are not the original part shipped will not be refunded. PARTS ARE UNIQUELY IDENTIFIED BY MARKINGS ON THE PART. Items returned that are not in the original condition shipped (excluding items damaged in shipping and verified by a **Knucklebusters** representative) will not be refunded. To claim a bad/damaged/incorrect part, please follow the 'claim process' information provided for each part. All claims are required to be made IN WRITING within 10-days of date of failure. Failure or damage resulting from- improper installation; removal; repair; misuses; negligence; accidents; or, modifications of the part; Damage to the part caused by related vehicle parts such as- broken or bent flywheel; defective u-joints; or defective mounts are not covered under this Warranty. The Warranty does not apply where the vehicle mileage cannot be determined, has been altered, or where proof of purchase is unavailable. Personal injury, property damage, inconvenience, loss of time, loss of use, loss of earnings, telephone calls, rental car, transportation, towing, down time, direct or indirect or consequential damage, or delay resulting from part failure are likewise, not covered. All replacements under this Warranty must be approved in writing in advance by **Knucklebusters**.

**Knucklebusters** reserves the right to change, alter or modify this Warranty at any time. If a part failure ever occurs, please call **Knucklebusters** immediately at: 570-668-3435 for further instructions.

This warranty does NOT include labor reimbursements. Limit of liability cannot exceed original purchase price.

You are REQUIRED to notify **Knucklebusters Corp.** in WRITING (**Knucklebusters Accounting**, PO Box 552 Tamaqua, PA 18252) within 30-days after item purchase to retain your rights to claim defective or wrong merchandise. A phone call alerts our sales department of the issue, but our accounting department CANNOT start your claim process until it has received your claim in writing through the mail/fax. Claims may be faxed to (570) 668-3454. All faxes MUST be plainly legible in order to be acceptable. All mail claim correspondence must include a copy of your original invoice and a brief description of the problem. You are REQUIRED to furnish the proper documentation for any warranty claim as stated in the respective part category. Failure to provide this documentation will result in the warranty being voided. Purchased parts from affiliate dealers may carry a labor warranty, however **Knucklebusters** will NOT be liable for any claim made for labor from a third-party transaction. The buyer will be forwarded ANY extended warranties for parts/labor if offered through the affiliate dealer and must deal directly with said dealer in the event that a labor claim is made.

Any & All deposits for parts are non-refundable. No exceptions.

Year \_\_\_\_\_ Make \_\_\_\_\_ Model \_\_\_\_\_

Hollander# \_\_\_\_\_ Hollander Notes \_\_\_\_\_

Your \_\_\_\_\_ is warranted for: 0 1 2 3 4 5 10 20 30 60 90 180 365 days/weeks/years

Customer authorization \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/2019 \_\_\_\_\_ Rev.11 092719