

# Product Liability Guarantee

## Castrol Product Guarantee

BP Lubricants USA Inc. guarantees that its products meet or exceed the Original Equipment Manufacturer (OEM) and industry specifications listed on each package label and Product Data Sheet. In the event that one of its lubricant products is found to be the sole cause of a component failure, BP will cover the reasonable cost of repairs (parts and labor) to that component, providing the following requirements are met:

- A sample of the lubricant product in question from the failed component is preserved and is provided to BP along with a sample of unused product from the same batch, if available.
- The lubricant product was properly matched to the application.
- The lubricant product was used in accordance with OEM operating instructions.
- No other lubricant, chemical, or additive has been co-mingled with the Castrol lubricant product.
- Written notice of such failure is provided to Castrol within thirty days of discovery of such failure or damages resulting from the failure. Notice should be sent to:

BP Lubricants USA Inc.  
Heavy Duty  
Attention: Marketing Manager  
1500 Valley Road  
Wayne, NJ 07470

- Documentation must be produced to show that the equipment has been maintained in accordance with the manufacturer's recommendations.

If all of the above requirements are met, and it is determined that the use of Castrol's lubricant product caused the failure of any component, BP Lubricants USA Inc. will reimburse the end-user for the parts and labor either to repair or, at BP Lubricants USA Inc.'s option, replace the failed component.