



## Warranty Policy

### (2 year Parts Limited Warranty)

#### 1. Coverage.

Dyco Industries/Durothane warrants to its distributors that all its components it manufactures will be free from defects in material and workmanship. The warranty extends for a period of 2 years from the date of install. The distributor's exclusive remedy under this warranty shall be the replacement of the defective product at no charge or a credit issued at original purchase price.

Durothane product is determined to be defective if there is failure in polyurethane to metal bond and/or obvious signs of wear or manufacturing error that will lead to premature failure under normal use.

#### 2. Limitations

Warranty is void if there are malfunctions resulting from misuse, negligence, accidents, alterations, customer damage, overloading and improper installation.

This warranty does not cover any labor costs involved in removal or installation of components, as well as loss of time, inconveniences, damage of other equipment or parts, travel expenses, towing, etc.

Durothane reserves the right to require any warranty claim components to be returned for further evaluation.

Durothane shall not be liable for any claim, whether arising from breach of contract or warranty or claims of negligence or negligent manufacture, in excess of the purchase price. In no event shall Durothane be liable for special, incidental, indirect or consequential, or collateral losses or damages of any kind.

This limited warranty is in lieu of all other warranties or conditions, expressed or implied, including any implied warranty of merchantability or fitness for particular purpose. This is the only warranty offered by Durothane and no Durothane employee or representative is authorized to extend additional warranty terms on behalf of Durothane.

#### 3. Claim Process

For warranty approval please call us at (1-888-990-3926) or send us an email at [sales@dycoparts.com](mailto:sales@dycoparts.com). Please include following information: Your distributor name & number, part number & quantity, description of the failure in detail, date installed & date removed, end user name & contact info. You may be asked to return the part for further evaluation based on case by case basis.