



## **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.***

- A. No credit will be issued without warranty tag or supporting documentation as noted.**
- B. No credit will be issued without a work order or copy of customer original invoice.**
- C. 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.**
- D. 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.**
- E. 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.**
- F. 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.**
- G. 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.**

## Warranty Overview

- In an effort to control warranty and assure the best quality part in the industry, Federal-Mogul instituted a new Carter warranty policy effective January 1, 2004. Your efforts to implement this policy are appreciated. Effective September 1, 2005, full compliance is necessary to receive proper credit.
- 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 of the product shown to our satisfaction to be defective. Liability for neglect, misuse, special, incidental, direct, indirect, and consequential damages is specifically disclaimed.
- To assure proper credit, the Carter in-tank electric fuel pumps installed and used must be accompanied by the strainer used on the allegedly defective pump. The strainer is like the oil filter on an engine, a new one must be installed to assure proper filtering of any contaminants.
- The information supplied on this tag is important to assure that proper credit is issued and to identify any quality issues with all F-M products. All tags and invoices are sent in for review to validate the credit, and to assure that Carter will continue to manufacture the highest quality fuel pump in the industry.

