



### Warranty Policy

**The Company's products are warranted to be free of defects on material and/or workmanship. See complete UMC ReTech® Product Warranties on the following pages, in product catalogs, or on the UMC ReTech website ([www.UMCReTech.com](http://www.UMCReTech.com)).**

- All UMC ReTech® product warranties are for a period of one (1) year from the date of installation or 12,000 miles (whichever comes first) providing the original purchaser retains a copy of the invoice covering the affected part.
- An optional extended warranty is available for an additional cost on all ReTech® Transfer Cases.
- An RGA (Return Goods Authorization) must be requested prior to sending in any product to UMC ReTech for a warranty claim.
- The Part(s) must be returned to UMC ReTech with a copy of the purchase invoice and RGA number noted.
- Part(s) returned need to include the full name and address of the installer, jobber store where purchased, and a detailed explanation of the problem must accompany the returned part(s).
- UMC ReTech will examine each such return and issue credits based on their findings.
- UMC ReTech will make every effort to issue warranty credits within 15 days of receipt of the alleged defective part(s) at our facility in Algona, IA.
- Should UMC ReTech determine such warranty was not due to their processes, material and/or workmanship, credit will be denied.
- For more detailed product warranty information see attachments of UMC ReTech product warranties.
  - **Attachment "A"** – UMC-OER+ New Electric Fuel Pumps
  - **Attachment "B"** – ReTech® Remanufactured Transfer Cases & Shift Motors
  - **Attachment "C"** – ReTech® Remanufactured Brake Calipers

## WARRANTY POLICY

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### **ATTACHMENT "A" UMC-OER+ Twice Tested New Electric Fuel Pumps 1 Year – 12,000 Mile Warranty (Limited)**

All UMC-OER+ Electric Fuel Pumps are guaranteed against defects in material and/or workmanship for a period of 1 (one) Year or 12,000 miles, whichever occurs first.

**Justification** – A statement by the installer must be included with the UMC-OER+ Electric Fuel Pump regarding the nature of the defect. Failure to provide this information will delay claims processing.

**Coverage** – Any part of the fuel pump unit which fails during the warranty period may be exchanged for a replacement part(s) at the discretion of UMCRéTech.

#### **Limitations;**

- A.)** Warranty Provides for failed part(s) only, **with no labor allowance.**
- B.)** Warranty covers premature failure replacement due to defects in material and/or workmanship only. Installer error, alteration, or abuse will be cause for exclusion.
- C.)** Warranty is non-transferable; applies only to original purchaser.
- D.)** Replacement units do not extend the original warranty. A replacement unit is warranted only for the unexpired time on the original warranty.
- E.)** A dated invoice for the original sale of pump **MUST** be included with unit to validate claim.
- F.)** Consequential expenses including, but not limited to commercial loss, lodging, meals, phone calls, storage, vehicle rentals, towing, etc., are not reimbursable.
- G.)** Coverage will be denied if time and mileage cannot be verified or other requested documentation is not submitted.
- H.)** Coverage will be denied if failure is determined to be installer error.

**ATTACHMENT “B”**  
**ReTech**  
**Transfer Case, Transfer Case Shift Motor, and Differential Warranty**  
**(Limited)**

UMC ReTech warrants all remanufactured transfer case, shift motor assemblies, and differentials against defects in material and/or factory workmanship for a period of 12 months or 12,000 miles from the date of installation.

**Justification** – A statement by the installer must be included with the Transfer Case or the Transfer Case Shift Motor regarding the nature of the defect. Failure to provide this information will delay claims processing.

**Coverage** – Any part of the unit which fails during the warranty period may be exchanged for new or remanufactured part(s) at the discretion of UMCReTech.

**Limitations;**

- A.) UMCReTech reserves the right to refund the full purchase price in lieu of all claims otherwise due a claimant under the terms of this warranty.
- B.) Warranty Provides for failed part(s) only, **with no labor allowance.**
- C.) Warranty applies to original owner only – non-transferable.
- D.) Repairs or replacements do not extend the original warranty. A replacement is warranted only for the un-expired time remaining on the original warranty.
- E.) Consequential expenses, including but not limited to commercial loss, lodging, meals, phone calls, storage, vehicle rental, towing, etc are not reimbursable.
- F.) Coverage will be denied on transfer cases if prior authorization from UMC ReTech for repair or replacement is not received.
- G.) Coverage will be denied if the transfer case has run out of fluid, was under-filled, overfilled, or the wrong fluid was used.
- H.) Coverage will be denied if it is determined that mismatched tire size or uneven air pressure have caused damage to the transfer case or caused clutch packs or viscous couplings to fail.
- I.) Coverage will be denied if the part is altered, modified, used in an incorrect application or vehicle is altered in anyway such as use of a lift-kit.
- J.) Coverage will be denied if length of service, mileage or serial number cannot be verified, or if other requested documentation is not submitted.
- K.) Coverage will be denied if the failed part or claimed supplemental parts are not returned to UMC ReTech.
- L.) Coverage will be denied if damage is the result of abuse, accident, or competition

**ATTACHMENT “C”**  
**ReTech**  
**Disc Brake Caliper Warranty (Limited)**

UMC ReTech warrants all remanufactured disc brake caliper assemblies against defects in material and factory workmanship for a period of 12 months or 12,000 miles from the date of installation.

**Justification** – A statement by the installer must be included with the Brake Caliper detailing the nature of the defect. Failure to provide this information will delay claims processing.

**Coverage** – Any part(s) of the brake caliper that fails during the warranty period may be exchanged for new or remanufactured part(s) at the discretion of UMCReTech.

**Limitations;**

- A.)** Warranty Provides for failed part(s) only, **with no labor allowance.**
- B.)** Warranty applies to original owner only – non-transferable.
- C.)** Repairs or replacements do not extend the original warranty. A replacement is warranted only for the un-expired time remaining on the original warranty.
- D.)** Consequential expenses, including but not limited to commercial loss, lodging, meals, phone calls, storage, vehicle rental, towing, etc are not reimbursable.
- E.)** Coverage will be denied if time and mileage cannot be verified or other requested documentation is not submitted.
- F.)** Coverage will be denied if failure is determined to be installer error.