



(509) 499-0760
office@lrgdiesel.com
10903 E Trent Ave STE B105
Spokane Valley, WA 99206

Long Range Gear Warranty Information

Our Warranty Period is 1 Year with unlimited miles on workmanship. The manufacturers of the “hard parts” i.e., gears and shafts, do not offer warranties on their products during use. As a way to help our customers, Long Range Gear agrees to replace, without labor cost, any “hard parts” broken during use if the customer pays for the individually required parts and cover any shipping fees that may be incurred. This offer may apply to customers who are outside the window depending on circumstances, and Long Range Gear has the sole right to determine if that applies outside of the warranty window.

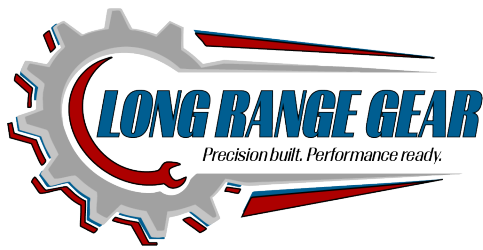
IMPORTANT INFORMATION:

NEW OR REBUILT UNIT HAS NO OIL IN IT! Add the proper amount of the recommended lubricant to the unit and check it often. We will not honor a claim for transmission failure due to lack of lubricant, improper level of lubricant, or incorrect lubricant in the system.

Policy INFORMATION:

- Policy coverage is for 1-year from date of invoice/sale, unlimited miles.
- Policy covers all items within transmission BESIDES GEARS AND SHAFTS. New Venture Gear has been out of business for over 10 years now and the only available gears for the NV4500 and NV5600 are of foreign origin. We strive to handpick the best gears from the best suppliers, but due to this, along with no ability to monitor harsh clutch engagement (clutch dumping), increased power and vehicle overloading, we cannot cover gear breakage. The manufacturers follow this model and do not offer coverage for their parts, which is industry standard.
- Policy is for the original purchaser and not transferable.
- Any policy work and / or goodwill repairs performed do not create a new policy or extend the original policy period.
- We reserve the right to refund the full original purchase price in lieu of all claims made under this policy.
- We do not offer any labor reimbursement of any kind and only repair units at our facility.

This policy is void if any unauthorized person/entity tampers with the transmission assembly in any way.



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In enforcing any of the terms, Choice of Law: Terms and conditions herein will be constructed and governed by the Laws of the State of Washington and Venue for any litigates arriving from the sale of products will be prosecuted in Stevens County, Washington.

Note: 99% of all factory defects occur within the first thirty days of installation.

SUMMARY OF OUR TRANSMISSION LIMITED POLICY:

This policy is valid to only the original purchaser named in the transaction and only for the transmission described on the applicable transaction number. This policy does not include any other material, labor, components, or parts of the vehicle other than the specific transmission and components provided. If failure of a transmission should occur during the specified policy period and it is determined the failure is due to a defect in workmanship or external parts installed by Long Range Gear, we will replace or repair the defective unit to the original buyer. Limited to replacement or refund of the transmission only and requires a Return Authorization.

It is the express responsibility of the customer to contact and return the transmission at the owner's expense to us or a facility designated by us.

If after inspection of the transmission, it is found faulty due to parts or assembly, we will refund shipping charges.

Policy Exclusions

- Loss of time or use
- Loss of income or revenue
- Loss of transportation or vehicle rental
- Equipment rental
- Any towing charges
- Diagnostic time, fluids, filters, or shop supplies
- Fluid starvation for any reason, without exception
- Damage caused by misuse and neglect, or accident
- Improper installation. You must follow special installation protocols or OEM installation instructions for the unit.



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- Abnormal wear from contaminated oil (fuel or dirt)
- Vehicle used for towing purposes exceeding GVWR requirements
- Improperly installed PTO's (Power Take Off)
- Vehicle Modifications including aftermarket tune, performance programmer(chip), aftermarket engine modifications, EGR/Catalytic Converter deletes, transmission alterations.

Once a claim has been initiated, the purchaser may not continue to operate the vehicle until a claim decision has been made continued operation will void the claim.

IF YOU DO NOT ACCEPT THESE TERMS AND CONDITIONS OF THIS POLICY DO NOT PURCHASE THIS TRANSMISSION OR TRANSFER CASE. Any legal dispute or challenge must occur within Spokane County, WA. By purchasing any product from Long Range Gear you agree to these terms and conditions.

CORE POLICY

So that we can continuously supply our customers with high-quality remanufactured units, we require that a core be returned on specific units and sales.

If you are purchasing a unit in which a core charge is required, please read our core policy to be sure you understand and accept our guidelines.

- Return shipping is the responsibility of the buyer and will be deducted from the core value.
- Cores must be returned within 30 days of purchase, or you forfeit the core charge and replacement policy.
- Cores that have cracks in the cases or bellhousings are unacceptable and are at risk of being rejected unless otherwise communicated to Long Range Gear beforehand.
- Cores must be complete, fully assembled, and contain the original components within the case.
- Cores damaged in transit are subject to rejection as it is the buyer's responsibility to properly package the core.

Please drain all fluids from the core before packaging. Any fees from transportation companies as a result of spilled fluids or other avoidable "hazmat" concerns will be the responsibility of the packaging party. Once the core is returned, the unit will be inspected to ensure it is within our acceptance guidelines. If your core arrives in acceptable condition, you will be refunded promptly. If a core is rejected for any reason, you will be notified. There may be certain deductions prior to issuing a credit whether it be for damaged components or any return shipping charges in which were prepaid on your behalf. In the event deductions need to be taken you will be notified.