



***Specialty
Diff & Axle
Warranty Policy
Manual***

Auburn Gear Specialty Diff & Axle Warranty Policy Manual

OVERVIEW - ABOUT THIS MANUAL

Introduction: Auburn Gear LLC strives to provide its customers with product that meets or exceeds the customer's expectation. We at Auburn Gear LLC realize that on occasion that expectation is not met be it through the fault of Auburn Gear LLC or that of the customer. In cases where the product has not met the customers expectation Auburn gear LLC will do everything possible to provide an equitable solution to the customers concern within the bounds of this policy.

Purpose: The purpose of this manual is to inform customers and distributors of Auburn Gear Warranty policies and of the expectations we have regarding warranty concerns.

Expectations Defined: This manual describes what Auburn Gear LLC expects of its customers, distributors and users to ensure complete customer satisfaction while at the same time complying with appropriate buyer / seller regulations and protecting the rights of the Company.

Scope: The information in this manual applies to all customers, distributors and end users of production components, service parts or materials supplied by Auburn Gear LLC.

APPLICABLE DOCUMENTS:

Auburn Gear LLC Returned Goods Authorization (RGA) Initiation Form

Forms and documents contained in this manual may be copied and used for customer submissions to Auburn Gear LLC regarding warranty issues.

- Notes:
1. Throughout the rest of this manual, Auburn Gear, LLC is designated as AG or Seller.
 2. Throughout the rest of this manual, Customer shall include direct purchasers, distributors and end users or Purchaser of product provided by Auburn Gear, LLC.
 3. Throughout the rest of this Manual, the Specialty Diff & Axle product line is designated as SDA
 3. Throughout the rest of this manual, the Regional Sales Manager is designated as RSM.



400 E. Auburn Drive
Auburn, Indiana 46706-3499
(260) 925-3200

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SECTION 1

Warranty Policy for Differential & Aftermarket Products

1.1 Warranty Policy

LIMITED WARRANTY

This warranty applies to all Grip-N-Loc and Select-A-Loc Differentials.

AG warrants that Grip-N-Loc products are free from defects in material or workmanship for a period of two (2) year after purchase by consumer, or 24,000 miles of use, whichever comes first.

AG warrants that all Select-A-Loc products are free from defects in material or workmanship for a period of one (1) year after purchase by consumer or 12,000 miles of use, whichever comes first.

(Warranty Registration Card Must be filled out on line)

Coverage for this product is bases upon this product:

- Has been installed and maintained in accordance with manufactures instructions
- Has been used with the recommended AG lubricant and additive as specified in the installation instructions and
- Has not been subjected to modification, accident or misuse.

This limited warranty is the sole express warranty provided by the manufacturer to the ultimate end user of the product. The manufactures disclaims all other express warranties and all other implied warranties, including the implied warranties of merchantability and fitness for use for a particular purpose.

The sole and only remedy in regard to any defective SDA shall be the repair or replacement thereof herein provided, and seller shall not be liable for any consequential, special, incidental, or punitive damages, losses or expenses resulting from or caused by any defects.

EXCLUSIVE REMEDY

In the event of a breach of this warranty, Purchaser shall return the product to Seller within thirty (30) days after the expiration of the warranty period, along with proof of purchase and explanation of the defect. Seller may investigate the claim of defect and in the event of a defect in the product shall at their election, either repair the defective product, replace the defective product with a new product, or refund the purchase price. These remedies are your sole and exclusive remedies in the event of a breach of warranty.



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LIMITATION OF LIABILITY FOR DAMAGES

In no event shall Seller be liable for consequential, special, indirect or exemplary damages whether based on tort, contract, warranty, negligence, strict liability or other legal theory. Seller's liability shall be limited to direct damages.

EXCEPTIONS TO LIMITED WARRANTY AND REMEDY

This limited warranty and remedy gives you specific legal rights. You may have other statutory rights in states that do not allow the limitation on or exclusion of certain warranties or remedies.

1.2 Return Policy

- 1.2.1 Purchaser contacts AG Warranty Administrator for notification of a warranty concern.
- 1.2.2 Warranty Administrator or their designee will provide the Purchaser with an RGA initiation form including instructions for completion of the form. This form may also be found on the AG website under the SDA product selection and then Repair.
- 1.2.3 Purchaser completes all sections of the RGA initiation form and returns it to AG Warranty Administrator.
- 1.2.4 If form is complete, the Warranty Administrator or their designee issues an RGA number.
- 1.2.5 Purchaser returns material in question to AG with RGA number clearly marked on outside of package.
- 1.2.6 If a discrepancy is found with material received between initiation form and actual material returned, Warranty Administrator or their designee will contact Purchaser for correction before the evaluation is started.
- 1.2.7 All material to be returned is to be shipped via prepaid freight unless agreed to by AG in writing. If it is determined that warranty is due credit for return freight will be issued. No collect returns will be accepted without preapproval.

SECTION 2

Restock / Return Policy

2.1 Restock Policy

On occasion Purchasers and distributors of AG products may request the return of products for overstock, incorrect orders and a variety of reasons. It is the policy of AG that these requests will be reviewed on an individual basis and given consideration for the Purchaser's request.

Purchasers requiring return of AG products for re-stock are to contact AG Warranty administrator and or RSM for the product and provide specific details for the request. If the material is determined to be acceptable for return, is of current design, in new and unused condition the request may be granted, customer will be notified of re-stock charges and instructed to return the material as described below in AG return policy. For approved restock returns all return freight charges are to be paid by the customer.

Once the material has been returned and received at AG, the request and product will be inspected. If product is determined to be acceptable and can be returned to stock, customer will be provided a credit for the material less the re-stock fee provided at time of the original request. If the product is determined to not be suitable for re-stock, customer will be contacted for disposition of the material.

2.2 Return Policy

- 2.2.1 Purchaser contacts AG Warranty Administrator for notification of a warranty concern.
- 2.2.2 Warranty Administrator or their designee will provide the Purchaser with an RGA initiation form including instructions for completion of the form. This form may also be found on the AG website under the SDA product selection and then Repair.
- 2.2.3 Purchaser completes all sections of the RGA initiation form and returns it to AG Warranty Administrator.
- 2.2.4 If form is complete, the Warranty Administrator or their designee issues an RGA number.
- 2.2.5 Purchaser returns material in question to AG with RGA number clearly marked on outside of package.

- 2.2.6 If a discrepancy is found with material received between initiation form and actual material returned, Warranty Administrator or their designee will contact Purchaser for correction before the evaluation is started.

SECTION 3

Annual Restock Policy

3.1 Restock Policy

On occasion Purchasers of AG products request the return of products for overstock/inventory adjustments. It is the policy of AG that these requests will be reviewed on an individual basis and given consideration for the customer's request.

Purchasers requiring return of AG products for restock are to contact AG Warranty administrator and or RSM for the product and provide specific details for the request. The following items must be met for approval:

1. A two for one new stock order **MUST** accompany the annual stock Return. (for instance, a \$10,000 order for a \$5,000 return).
2. Items are new, in original cartons, and clean.
3. Units have been purchased within the past 1-year.
4. All are current product price list items --- no obsolete part numbers can be returned.
5. Maximum annual return subject to a limit of 3% of previous years purchases unless prior approval.
6. A 25% restocking charge will be applied less than two for one.
7. A 15% restocking charge will apply in all cases. (No Exception)
8. Return transportation charges are to be prepaid.

Once the material has been returned and received at AG, the request and product will be inspected. If product is determined to be acceptable and can be returned to stock, Purchaser will be provided a credit for the material less the 15% restock fee.

3.2 Return Policy

- 3.2.1 Purchaser contacts AG Warranty Administrator for notification of a warranty concern.
- 3.2.2 Warranty Administrator or their designee will provide the customer with an RGA initiation form including instructions for completion of the form. This form may also be found on the AG website under the SDA product selection and then Repair.
- 3.2.3 Purchaser completes all sections of the RGA initiation form and returns it to AG Warranty Administrator.
- 3.2.4 If form is complete, the Warranty Administrator or their designee issues an RGA number.

- 3.2.5 Purchaser returns material in question to AG with RGA number clearly marked on outside of package.
- 3.2.6 If a discrepancy is found with material received between initiation form and actual material returned, Warranty Administrator or their designee will contact Purchaser for correction before the evaluation is started.

SECTION 4

RGA Return Form

RGA INITATION FORM INSTRUCTIONS

- RGA # will be issued by AG Quality/Reliability Engineer upon the completion of this form by the customer.
- If material for this RGA is not received at AG within 90 days from date of issue, RGA is void.
- For videos to help ID your Power Wheel; visit www.auburngear.com, click 'Products', click 'Power Wheel', click 'Repair'

When submitting the completed form please return to: (email is the preferred method)

Aaron Binegar @ aibinegar@auburngear.com

Direct number: 260-920-3512

Fax number: 260-920-3517

Ship your RGA to: (Insure the RGA # is labeled clearly on the return package(s))

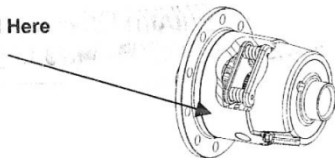
ATTN: Aaron Binegar
RGA #
Auburn Gear, LLC
400 East Auburn Drive
Auburn, IN 46706-3499

When submitting an AG Differential for warranty evaluation the follow must be completed:

- 1) Section I (all)
- 2) Section II
 - Part number
 - Qty
 - Date in Service
 - Date Code
 - Application
 - Detailed description of defect

Date Code Location and example: 018 (last three #'s of PN), A20 06 (Date Code)

Date Code Stamped Here
018 A9 20 130
or
018 A20 06



- 3) Section III – If Credit or Credit Disallowed check what would apply for the material returned.
- 4) Section IV - If the product is replaced or to be returned and the ship to address is different from Section I please include the shipping address here.



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RGA Initiation Form

All sections must be completed before an RGA will be issued

Section I

Customer: _____ **Date:** _____

Address: _____ **Phone:** _____

City, State, Zip _____ **Fax:** _____

Submitted by: _____ **E-mail:** _____

End user if other than customer

Section II

Part Number: _____ **Qty:** _____ **Date in Service:** _____

WO # / _____ **Date Code** _____

Date Received _____

Application: _____

Description of defect: *To help our staff process this claim effectively please provide specific details regarding claim, description of problem and or photos, circumstances of operation at time of failure & hours of operation as applicable. Use additional sheet if necessary.*

If claim is for Item that was “Damaged in Shipping” a photograph of the package as received **MUST** be included with claim and the date received provided.

Explanation / Description



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Section III

Disposition of Material

If Credit Allowed:

_____ Scrap Part
_____ Rework Part
_____ Return Part to Stock

If Credit Disallowed:

_____ Scrap Part (No Ticket)
_____ Rework Part (Customer's Expense)
_____ Return Part to Customer

Other; Explain

Section IV

Shipping Return Information

Customer return PO # : _____

Customer: _____

Address: _____

City, State, Zip _____