



## Limited Warranty

Taylor Pump and Lift is proud to back every lube product we manufacture and/or sell with an industry-leading warranty, as described below. Please refer to this document as it pertains to all products, parts, and services, along with how to properly open a warranty claim.

Subject to any exclusions and limitations listed below, Taylor Pump and Lift (hereinafter noted as "TPL") warrants each Lube Skid and Fuel/Lube Truck Body ("Product") to be free from defect in fluid dispensing equipment, product material, and workmanship, under normal use and service, which is defined as the deterioration which occurs based upon the use of which the unit is intended and without negligence, carelessness, accident, or misuse by the operator. Length of warranty, as noted below, is based as of date of purchase of the Product and is determined based on reason for and extent of claim of warranted area. This Limited Warranty ("Warranty") extends to the first purchaser of the Product and is nontransferable. This Limited Warranty is the purchaser's exclusive remedy and applies to new Products only purchased through TPL or an authorized TPL distributor.

5 YEAR LIMITED WARRANTY	2 YEAR LIMITED WARRANTY
Applies to the coverage of all fluid-dispensing parts on truck bodies and skids manufactured by TPL, beginning on the original purchase date (see below).	Workmanship on truck bodies and skids. Includes, but is not limited to, weld integrity, material integrity, accurate sizing, overall tank sturdiness, and paint quality and application, as specifically outlined in the quote and/or purchase order of the unit.

### PAINT:

Paint coverage on TPL's manufactured/painted products is valid up to one (1) year from the invoice date. This applies to coverage on all components that TPL paints to be free from defects including, but not limited to, corrosion, blisters, and/or unreasonable color, as determined to be a result of paint failure. Damage such as chips, scratches, and/or corrosion due to dirt build-up that occurs through normal product use is not covered under this Warranty. Rust bleed-out from inaccessible structural features as a result of prolonged moisture exposure does not constitute a failure in paint coverage or adhesion, and is not covered under this Warranty.

### PARTS/EQUIPMENT:

Fluid Transfer – This Warranty covers equipment (reels, pumps, and meters) responsible for the delivery of petroleum products, including but not limited to, new oil products, waste oil products or grease, **for a period of 5 years**, based on normal use, application and circumstances surrounding any presumed equipment failure. In the case that the equipment is not a part of a

truck body or skid manufactured or sold by TPL, the item will be subject to the manufacturer's warranty. This Warranty includes the return of failed equipment to TPL repair shop, or previously authorized location, for repair and return of equipment to customer. New parts will be used in the repair of aforementioned equipment unless authorized by customer to utilize reclaimed or gently used materials. Replacement equipment (new or rebuilt) will NOT be sent to customer in exchange for failed equipment unless authorized or approved by TPL personnel to be necessary, and will be reviewed on a case-by-case basis. If there is no defect found with equipment, repair work and return shipment of equipment back to the customer will be at the customer's expense and billed out accordingly.

DEF Product – This Warranty covers DEF fluid transfer equipment (including polyethylene pumps, reels, and control nozzles) **for a period of 2 years**, based on normal use, application and circumstances surrounding any presumed equipment failure. Warranty includes the return of failed equipment to TPL repair shop, or previously authorized location, for repair and subsequent return of equipment to customer. New parts will be used in the repair of aforementioned equipment unless authorized by customer to utilize reclaimed or gently used materials. Replacement equipment (new or rebuilt) will NOT be sent to customer in exchange for failed equipment unless authorized or approved by TPL personnel to be necessary, and will be reviewed on a case-by-case basis. If there is no defect found with equipment, repair work and return shipment of equipment back to the customer will be at the customer's expense and billed accordingly.

Hoses – Warranty will cover hoses responsible for the delivery of any/all fluid products pertaining to the parts and equipment assembled by TPL throughout the Product **for a period of 90 days**. Hose failure may include, but is not limited to, craftsmanship and manufacture of hoses, crimp and fittings associated with hose connection, uncommon wear or bubbling of hose, or hose placement which may have caused undue or unnatural wear and tear of material. If failure is noted, customer will notify TPL and have equipment returned to TPL for replacement or repair. Upon approval through this Warranty, replacement hose(s) may be issued to the customer in lieu of returning equipment or Product back to TPL, in exchange of damaged or faulty hose(s) and replaced at customer's expense unless otherwise agreed or approved by TPL personnel. If or when necessary, TPL will either contact an approved third party to deliver and exchange needed parts on behalf of TPL or will review, upon presentation, a third party of the customer's suggestion to deliver and exchange said material as noted above.

Labor Reimbursement Policy – If it is agreed that repair or replacement of parts or equipment is not able to be completed at TPL location, TPL will, in its sole discretion, consider labor reimbursement, during the defined warranty period, provided that the repair has been pre-approved by an authorized TPL representative in writing. If warranty claim is completed by a third party, direct payment will be made to the third party, assuming pre-approval for all work done has been authorized and signed for by TPL representative.

Shipping Costs – Upon review and approval for the repair or replacement of failed parts or equipment, TPL will pay for the shipping of Warranty parts by ground shipping (UPS or FEDEX

at TPL's discretion). Expedited freight delivery is available, at the expense of the customer, unless otherwise authorized or approved by TPL personnel. Shipping, for the return of parts or equipment, for warranty consideration will be covered under this Warranty unless review of parts or equipment finds no defect or defect is found to be caused by user or application error. In this case, the customer will be responsible and liable for shipping expenses as noted above.

**SERVICE/LABOR:**

Under this Warranty, TPL will cover the cost and/or perform the repair of any damages that occur during the installation of lubrication systems or servicing of those systems, at the time of incident, if they are determined to be the result of negligence or incident by TPL staff, not to exceed the total cost of the quoted project in total. This includes, but is not limited to, air and oil product tubing, hoses, reels, tanks, and structural damage. The extent of and cause of the damage will be determined at the sole discretion of TPL, in conjunction with information provided by customer. In the event that previously installed TPL equipment is damaged, or personal injury occurs, due to third parties or contractors interacting with that equipment, TPL will not be held liable under any circumstances. A warranty claim must be filed for any and all service/labor situations.

**LIMITATIONS AND EXCLUSIONS:**

This Warranty does not cover the following and/or may be void in the following situations, at the sole discretion of TPL.

1. TPL will not be liable for damages resulting from:
  - Accidents, including but not limited to, collision with another vehicle or object and/or any event that is unintentional, unexpected, or unforeseen
  - Improper operation, abnormal usage, misuse or negligence which includes, but is not limited to, regular visual inspections on equipment, any/all required safety inspections, DOT inspections, filter replacement, and/or use on off-road terrain
  - Overloading
  - Failure to provide proper routine maintenance, repair, or installation services
  - Unsuitable storage including, but not limited to, any storage arrangement that jeopardizes the contents of the unit during extreme temperatures
  - Improper repairs, alterations, or modifications, including the installation of accessories not made or installed by TPL or any authorized representative of such
  - Acts of God, or any other acts that are not the fault of TPL
  - Vandalism
  
2. Any Product, including truck bodies and/or accessories, whose identification/serial numbers or marks have been altered or removed
  
3. Any component of the Product in which any of the required or recommended periodic inspection or servicing has been performed using parts not manufactured or supplied by TPL

4. Any defect which was caused, in TPL's sole judgement, by operation of the body or accessory, not abiding by standard operating procedures outlined in the Operator's Manual
5. Any circumstance of any incidental or consequential damages, including but not limited to loss of profits or out-of-service time, occurring for any reason
6. Electronic accessories and systems not of TPL's manufacture are warrantied only to the extent of the item's respective manufacturer's warranty, if any
7. In no event shall TPL's liability exceed the original purchase price of the Product
8. This Warranty does not exceed any warranties provided by third party suppliers.

#### **SUBMITTING A WARRANTY CLAIM:**

Warranty claim submission should be completed in one of two ways:

1. **Complete and submit the warranty claim form**, which can be found on our website at [www.taylorpumpandlift.com/contact/warranty](http://www.taylorpumpandlift.com/contact/warranty)

Once the warranty claim form has been submitted, you will receive an initial contact from the TPL Warranty Department within 24 business hours of submission, via phone or email. Additional information and follow up communication may be required regarding possible remedy of problem, which may potentially occur in lieu of warranty claim. In the event of an urgent situation, please contact our office immediately at the number below.

2. **Contact our office at (704) 786-9400** and ask to speak to our Warranty Department Manager.

If you have any questions regarding any additional issues or context regarding the content of this warranty policy, please contact our office at (704) 786-9400. We look forward to working with you!