

# SPRINTER WARRANTY INFORMATION

Silver Star Transmission Inc. (SST Inc.) warrants its remanufactured transmissions with a torque converter for a period of 36 months or 100,000 miles to the original purchaser commencing on the date of the invoice from SST Inc. Installation of the transmission without first flushing the transmission cooling system will VOID the warranty. In addition, all or any hard parts sold by SST, Inc. are subject to the same warranty policies.

The obligation of SST, Inc. under the terms of this warranty is limited to replacing or repairing (at its discretion) the transmission, torque converter and all or any hard parts sold by SST, Inc., when, under normal conditions of use and service, the product proves to be faulty because of any defects in materials or workmanship. SST does not give cash refunds.

**This warranty does not cover shipping or labor costs incurred in diagnosis of defects and/or cost of labor for replacement of any defective product, nor does it cover any other contingent or consequential damages or expenses.**

SST, Inc. takes every precaution to insure a top quality product. Nonetheless, transmissions and torque converters can be ruined by improper installation, towing, lack of lubrication, water contamination, electrolysis, corrosion, overheating, etc. Items not covered under warranty include: damaged or pulled front pump bushings; broken front pump gears; and damaged cooler line threads. As in any business of this nature, SST, Inc. cannot warrant any product damaged because of circumstances beyond its control.

## CORE POLICY

In order for SST, Inc. to provide remanufactured units, their products are on an exchange basis; it must have cores returned to them. It is the customer's responsibility to:

1. **Drain the core of oil and all fluids.**
2. **Return all shipping hardware on a fully assembled core.**
3. **The complete original numbered transmission and SST's shipping box must be returned within 30 days of date of invoice to receive your guaranteed Core Refund.**
4. **IF THE TRANSMISSION CORE IS NOT RETURNED TO SST WITHIN 60 DAYS, THIS WARRANTY IS NULL AND VOID.**

## SHIPPING OF ANY PARTS:

**Shipping is done at the customer's expense.** In most cases, shipping is prepaid by credit card. SST, Inc. will pay return freight on all cores when original shipper is used.

**OTHER POLICIES:**

SST, Inc. is not responsible for costs incurred for the shipment of returning or incorrectly ordered products by the customer. It is the responsibility of the customer to order the correct product needed by them. SST, Inc. is not responsible for over the phone diagnosis.

A 15% restocking fee will be charged for uninstalled returned transmissions and/or parts along with all shipping charges.

This warranty shall be governed by and enforced in accordance with the laws of the State of Oklahoma and any litigation regarding this warranty may only be brought in the county of Oklahoma, State of Oklahoma. In the event any litigation is brought in any other forum, SST, Inc. shall be entitled to reimbursement of all costs and expenses incurred including reasonable attorney fees in defending place of proper jurisdiction.

**All information on the Silver Star Transmission Invoice has been reviewed and is correct.**

**THIS IS A PARTS ONLY WARRANTY.**

**LABOR and FREIGHT are excluded.**