



IPD & IPD Xtra WARRANTY POLICIES AND PROCEDURES (Effective 11/20/2021)

IPD WARRANTY

IPD PARTS FOR DIESEL ENGINES

On-Highway Applications:

IPD New Parts for these applications are warranted to be free from defects in workmanship and material under normal use and service for 2 years with unlimited miles of operation. IPD warranty period extends from the date of installation of the IPD product into the engine, but total warranty period is not to exceed 3 years from the original distributor date of purchase based on IPD invoice.

Off-Highway Applications:

IPD New Parts for these applications are warranted to be free from defects in workmanship and material under normal use and service for 1 year or 3,600 hours of operation (whichever shall occur first). IPD warranty period extends from the date of installation of the IPD product into the engine, but total warranty period is not to exceed 2 years from the original distributor date of purchase on IPD invoice.

IPD PARTS FOR NATURAL GAS OR METHANE ENGINES

IPD New Parts for these applications are warranted to be free from defects in workmanship and material under normal use and service for 2 years with unlimited hours of operation, with the exception of valvetrain parts, which are warranted for 1 year with unlimited hours of operation. IPD warranty period extends from the date of installation of the IPD product into the engine, but total warranty period is not to exceed 3 years (2 years for valve train) from the original distributor date of purchase based on IPD invoice.

IPD PARTS FOR CATERPILLAR® 3600 SERIES

Coverage for all parts for Caterpillar® 3600 series engines are limited to the replacement of the failed part or refund of the original purchase price from IPD only. No other costs or claims are covered under this warranty for Caterpillar® 3600 series engines including progressive damage and labor.

IPD Xtra

IPD Xtra is comprised of carefully selected partnerships with other manufacturers that share our quality commitment. Parts sold under the IPD Xtra brand are subject to the warranty policies and procedures of those vendor. While IPD will assist in facilitating warranty claims with these vendors. The vendor will determine the final resolution of the claim. [Click here](#) to access the list of vendors and policies.

ALL IPD PARTS

IPD Warranty Period is not for products provided in a previous warranty, or in a no charge situation. Only the original Warranty Period is guaranteed.

This warranty is made by Industrial Parts Depot (IPD), LLC for IPD brand engine parts manufactured or distributed by IPD, or its affiliated distributors.



IPD RESPONSIBILITY

If all claim procedures have been followed, and a determination is made by IPD that this is a warrantable situation, then the following describes what will be the maximum responsibility of IPD (note: all warrantable claims will be settled by credit to the account of the IPD Distributor, cash refunds will not be provided). All returned parts involving a warrantable claim become the property of IPD. This warranty is limited to restoring the engine to its pre-failure condition.

IPD PARTS

New Parts

IPD has the option of 1) providing parts needed, or 2) reimbursing the IPD Distributor at Distributors cost for parts needed to repair the warrantable failure, including progressive damage caused by, or as a direct result of the failed part (providing IPD claim procedures and terms have been met). Any parts needed to repair the damage, other than parts supplied by IPD, must be agreed upon in advance by IPD.

MAINTENANCE ITEMS (NEW PARTS ONLY)

IPD will reimburse the distributors cost for maintenance items such as oil, antifreeze, and filters that are not reusable due to repair of a warrantable new part failure but must be agreed upon in advance by IPD

LABOR

IPD will reimburse the Distributor for labor at no more than published flat rate or IPD flat rate time, and no more than Distributor's cost of labor, not to exceed \$50.00 (USD) per hour. No holiday or overtime rates will be paid by IPD unless agreed upon in advance by IPD.

NOT COVERED:

IPD is not responsible for:

Down time and/or towing charges	Replacement vehicle/equipment rental
Diagnostic time and/or parts	Consequential damages or charges
Dynamometer test charges	Transportation of the engine or vehicle to and from place of repair
Travel time, overtime, hotel or meal charges	Progressive damage and/or maintenance items related to failure of IPD remanufactured parts
Service truck mileage, and/or service equipment	

OWNER RESPONSIBILITY

It is the responsibility of the owner to properly maintain and operate the engine in accordance with operation and maintenance specifications and manuals, as per the original manufacturer of the engine.

All parts associated with an alleged failure must be returned to the IPD Distributor where they were purchased in accordance with the previously mentioned procedures, unless agreed upon in advance by IPD

Owner is responsible for all downtime, cargo and consequential damages, business cost or losses resulting from a warrantable failure.

Owner is responsible for all transportation costs incurred in getting the engine/equipment to and from the repair site.



IPD WARRANTY CLAIM PROCEDURES

1. End-User is to contact the IPD Distributor from which the items were purchased to begin claim procedure. All communication will be between IPD and the Distributor who directly purchased IPD products.
2. Distributor is to notify IPD upon receipt of a claim at which time IPD will instruct the Distributor on how to proceed.
3. IPD Distributor is responsible for:
 - a. Completing the IPD Warranty Request Form, and returning parts and documentation, unless otherwise instructed by IPD (note: all shipping charges are the responsibility of the End User or Distributor, IPD will not accept collect shipments).
 - b. Submitting claims within 30 days from the notification of a suspected failure.
 - c. For a claim to be considered, a report from the engine control module (ECM) is required (if equipped) at the time the warranty claim is submitted.
4. Parts associated with an alleged failure of IPD product must ultimately be returned to IPD Technical Support in USA for consideration of warranty, unless otherwise instructed by IPD
5. If IPD determines that the situation is warrantable, all settlements will be made through the IPD Distributor, unless otherwise determined by IPD. If the warranty claim is denied, all products submitted for examination to IPD will be held for 60 days after date of warranty denial is made and then disposed of, unless requested to be returned at the distributor's expense

NOTES

This warranty applies solely to parts sold under the IPD brand of products.

Failures involving abuse, improper assembly, adjustment, alteration, operation, and/or lack of proper maintenance, are not covered by this warranty.

There are no warranties, expressed or implied, including warranties of merchantability or fitness for a particular purpose by IPD, except the warranty against defects in material and workmanship. No person is authorized to bind IPD for any such other warranty.

IPD is not responsible for incidental or consequential damages.

This warranty does not apply to parts provided by IPD at no charge, or in lieu of a previous warrantable situation.

Any tampering or altering of IPD products and/or those of the original engine manufacturers performance and emissions specifications voids any warranty of the product by IPD.