

WHAT IS A WARRANTY?

In today's world of lengthy auto warranties, both manufacturer and aftermarket "purchased" warranties, misunderstanding can occur. Our customers, and their customers (the end user) encounter problems at some point after their car has been repaired. We would like to set the record straight on just what a "warranty" is, and how the warranty process works.

Many people today equate a warranty with automatic and total replacement of any part that goes bad for any reason. While that may be true of an item for which an additional extended unconditional warranty was purchased, the vast majority of parts, be they auto parts or any other commodity, usually have a time limit or usage limited guarantee. This guarantee is very specific in nature to replacement of any part found to be defective in its fit or function for the time limit specified. Manufacturers do an extremely good job of making a product suitable for use in variety of situations, and durable enough to hold up to the uses for which it was intended, however, after it has left their hands and has been sold into the world at large, it's impossible to foresee all the circumstances that may be encountered that would cause failure. Many parts that are perfectly suitable for normal use are subjected to extreme stresses and situations that test the limits of its function. Many, if not all, of these stresses come from some form of excessive driver input.

It is impossible to control how a part is installed and used after its manufacture, warranties are put in place to assure customers that they are buying a part off the shelf that meets all the specifications for which it is intended. However, since there is no control of its usage, these warranties are SPECIFICALLY LIMITED to defects in materials used and workmanship used to assemble the part in the factory. This does NOT mean an automatic replacement of any part that has failed. Anyone considering asking for a warranty on a part should first ask the question, "Why did the part fail?" Some reasons are pretty obvious. Others are not. Since most factories put their products through several quality control checks before being put up for sale, the first things one should consider are: How was the item used? What kind of environment was it subjected to? If it worked when it was installed, why did it quit after "X" amount of days?

Most new items that are installed and work right from the beginning will continue to work properly for many weeks or years if installed correctly. Typically, a 90 day warranty is sufficient to address manufacturing quality concerns. If a part holds up for that long, it is likely to continue to do so. Whatever the time limit, it's considered to be long enough to address quality and manufacturing concerns. Other reasons for failure may not be so obvious. In those cases, the seller of the merchandise, because of his or her experience in dealing with different types of failures of various items can make an educated speculation about whether a failure classifies as a defect. However, in ANY and ALL cases, the final determination of whether an item is actually a defect in manufacturing or materials or simply subject to driver abuse, environmental stress, or other causes, rests solely with the manufacturer. All parts sold by All Season Service/Dirty Hooker Diesel carry a 90 day warranty against DEFECTS IN MATERIAL AND WORKMANSHIP. The exceptions being electrical merchandise and any item for which the manufacturer has specified a longer time or mileage. Proof of material defects will be determined first by All Season Service/Dirty Hooker Diesel, and in specific cases by sending the item to the manufacturer for further examination.

WARRANTY DOES NOT MEAN UNCONDITIONAL REPLACEMENT!