



# DEX HEAVY DUTY PARTS WARRANTY INFORMATION

WHEELS · CABS · HOODS · ENGINES · TRANSMISSIONS · FUEL TANKS · COOLING PACKAGES · REAR CUT OUTS · FRONT AXLES · BUMPERS · FIFTH WHEELS ·

# WARRANTY OVERVIEW

DEX'S warranty is specific to category offerings:

- Renovated—minimum 90 days up to two years (each specific to product line)
- Recycled—30 days, replacement or refund, no questions asked
- Surplus—sold as is and without warranty

PRODUCT	WARRANTY						NOTES
	30 DAYS	60 DAYS	90 DAYS	6 MONTHS	1 YEAR	2 YEARS	
Surplus Parts							
Recycled Parts	X						
Renovated Headlamps					X		
Renovated Rims			X				
Renovated Hoods (Performer Series)				X*			*Additional Warranty on Paint
Renovated Hoods (Premium Series)				X*			*Additional Warranty on Paint
Renovated Flywheels			X				
Performer Series Engines				X			
Renovated Transmissions (Performer)						X	

# SURPLUS PARTS

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Surplus parts are in new condition, and are received from production facilities, parts distribution centers, or dealer and fleet returns. The items are sold at a discount off of regular price.

Surplus Parts have neither a warranty nor can be returned.

# RECYCLED PARTS

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Dex Heavy Duty Parts, LLC is committed to complete customer satisfaction, offering a 30-Day Return Policy. If you are not satisfied with the purchase of a recycled part from Dex Heavy Duty Parts, LLC you may return the part for a replacement or refund of the original purchase price. Parts must be in original condition as shipped from Dex Heavy Duty Parts, LLC.

Customer must contact Dex Heavy Duty Parts, LLC. and request a return authorization form to return the part.

Parts must be returned with a copy of the return authorization form or the return will not be accepted.

Refunds will be issued at the discretion of Dex Heavy Duty Parts, LLC once the part is received.

No Returns will be accepted after 30 days from the original date on invoice.

If part is returned at no fault of Dex after 10 days of original purchase date, a 20% restocking fee will be charged.

# RENOVATED PARTS

## GENERAL WARRANTY OVERVIEW

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Dex Heavy Duty Parts, LLC is committed to complete customer satisfaction, offering a 90-Day Warranty on Renovated Parts. Within 90 days of the original invoice date if you experience any defects in materials or workmanship in your part Dex will provide a refund, or replacement. Parts must be returned in original condition as shipped from Dex Heavy Duty Parts, LLC.

Customer must contact Dex Heavy Duty Parts, LLC. and request a return authorization form to return the part.

Parts must be returned with a copy of the return authorization form or the return will not be accepted.

No Returns will be accepted after 90 days from the original date on invoice.

The determination to refund, repair, or replace will be made by Dex Heavy Duty Parts, LLC upon receipt of the renovated part.

If part is returned at no fault of Dex after 10 days of original purchase date, a 20% restocking fee will be charged.

Dex Renovated Parts Warranty does not consist of the following: freight damages, improper installation, shipping charges and any other incurred expenses.

*For specific renovated component warranty details, please refer to the Product Category and Warranty Info in the menu section on the Dex Heavy Duty Parts, LLC website at [www.dexheavydutyparts.com](http://www.dexheavydutyparts.com).*

# RENOVATED HEADLAMPS

Dex Heavy Duty Parts, LLC warrants its renovated headlamps to be free of defects in materials and workmanship for 1 year indicated from the date of initial sale. Dex Heavy Duty Parts, LLC sole and exclusive obligation under this warranty is limited to Dex Heavy Duty Parts, LLC's option: replacement, repair or refund of the purchase price.

Claim requests are filed directly with Dex Heavy Duty Parts, LLC. Refer to the Dex Return Information found on the Dex website. The Dex Heavy Duty Parts, LLC's Customer Service department will issue a return authorization. In the event that it is determined that the part must be warrantied, the original part must be returned to Dex Heavy Duty Parts, LLC to obtain repairs or refund. This warranty applies to defects in materials and workmanship produced by Dex Heavy Duty Parts, LLC renovation activities. It does not apply to original manufacturing and or composition of the part, adjustments or damage caused by misuse, neglect, accident, abnormal operation, installation, conditions that cause failure to the vehicle's warning devices, alteration, or removal of the parts. Warranty does not include costs associated with part removal, installation, inconvenience or consequential damages. Any implied warranty including the mechanics implied or fitness for a particular purpose is limited in duration to the length of this warranty. The remedies provided above are the exclusive remedies under this warranty or any implied warranty. All incidental or consequential damages are excluded from this warranty.

Sales receipt/documentation is required if any claims are requested. As with any warranty, if delayed registration for warranty start date is needed, the request has to be submitted to Dex Heavy Duty Parts, LLC for documentation of sale to end user and start of warranty period.

Authorization of repair, replacement, or credit is required prior to work performed. Once approved, copy of repair invoice is required when claim is filed. Credit applied upon review.

Extensions of warranties are neither available nor applicable.

Maintenance and/or wearable items are not covered under this warranty.

Failures incurred due to workmanship issues during repairs performed by customer or end user are not covered by any warranty provided by Dex Heavy Duty Parts, LLC.

Original freight is not reimbursed under warranty claims

\*\*\* Authorizations are required prior to repairs on any Dex Heavy Duty Parts, LLC renovated components. Warranty coverage or credits may not be applied if work has already been performed.

Dex Heavy Duty Parts, LLC Renovated Parts Warranty does not consist of the following: freight damages, improper installation, shipping charges and any other incurred expenses.

This warranty is in lieu of and excludes all other warranties, expressed or implied.

# RENOVATED RIMS

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Dex Heavy Duty Parts, LLC warrants its renovated aluminum wheels to be free of defects in materials and workmanship for a 90-Day period indicated from the date of initial sale. Dex Heavy Duty Parts, LLC sole and exclusive obligation under this warranty is limited to Dex Heavy Duty Parts, LLC's option: replacement, repair or refund of the purchase price.

Claim requests are filed directly with Dex Heavy Duty Parts, LLC. Refer to the Dex Return Information found on the Dex website. The Dex Heavy Duty Parts, LLC's Customer Service department will issue a return authorization. In the event that it is determined that the part must be warrantied, the original part must be returned to Dex Heavy Duty Parts, LLC to obtain repairs or refund. This warranty applies to defects in materials and workmanship produced by Dex Heavy Duty Parts, LLC renovation activities. It does not apply to original manufacturing and or composition of the part, adjustments or damage caused by misuse, neglect, accident, abnormal operation, installation, conditions that cause failure to the vehicle's warning devices, alteration, or removal of the parts. Warranty does not include costs associated with part removal, installation, inconvenience or consequential damages. Any implied warranty including the mechanics implied or fitness for a particular purpose is limited in duration to the length of this warranty. The remedies provided above are the exclusive remedies under this warranty or any implied warranty. All incidental or consequential damages are excluded from this warranty.

Sales receipt/documentation is required if any claims are requested. As with any warranty, if delayed registration for warranty start date is needed, the request has to be submitted to Dex Heavy Duty Parts, LLC for documentation of sale to end user and start of warranty period.

Authorization of repair, replacement, or credit is required prior to work performed. Once approved, copy of repair invoice is required when claim is filed. Credit applied upon review.

Extensions of warranties are neither available nor applicable.

Maintenance and/or wearable items are not covered under this warranty.

Failures incurred due to workmanship issues during repairs performed by customer or end user are not covered by any warranty provided by Dex Heavy Duty Parts, LLC.

Original freight is not reimbursed under warranty claims

\*\*\* Authorizations are required prior to repairs on any Dex Heavy Duty Parts, LLC renovated components. Warranty coverage or credits may not be applied if work has already been performed.

Dex Renovated Parts Warranty does not consist of the following: freight damages, improper installation, shipping charges and any other incurred expenses.

This warranty is in lieu of and excludes all other warranties, expressed or implied.

# RENOVATED HOODS

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Dex Heavy Duty Parts, LLC warrants its renovated Performer and Premium Series Hoods to be free of defects in materials and workmanship for a 6 month period indicated from the date of initial sale. Dex Heavy Duty Parts, LLC sole and exclusive obligation under this warranty is limited to Dex Heavy Duty Parts, LLC's option: replacement, repair or refund of the purchase price. See [www.axaltacs.com](http://www.axaltacs.com) for specific details on paint and finish warranty details.

Claim requests are filed directly with Dex Heavy Duty Parts, LLC. Refer to the Dex Return Information found on the Dex website. The Dex Heavy Duty Parts, LLC's Customer Service department will issue a return authorization. In the event that it is determined that the part must be warrantied, the original part must be returned to Dex Heavy Duty Parts, LLC to obtain repairs or refund. This warranty applies to defects in materials and workmanship produced by Dex Heavy Duty Parts, LLC renovation activities. It does not apply to original manufacturing and or composition of the part, adjustments or damage caused by misuse, neglect, accident, abnormal operation, installation, conditions that cause failure to the vehicle's warning devices, alteration, or removal of the parts. Warranty does not include costs associated with part removal, installation, inconvenience or consequential damages. Any implied warranty including the mechanics implied or fitness for a particular purpose is limited in duration to the length of this warranty. The remedies provided above are the exclusive remedies under this warranty or any implied warranty. All incidental or consequential damages are excluded from this warranty.

Sales receipt/documentation is required if any claims are requested. As with any warranty, if delayed registration for warranty start date is needed, the request has to be submitted to Dex Heavy Duty Parts, LLC for documentation of sale to end user and start of warranty period.

Authorization of repair, replacement, or credit is required prior to work performed. Once approved, copy of repair invoice is required when claim is filed. Credit applied upon review.

Extensions of warranties are neither available nor applicable.

Maintenance and/or wearable items are not covered under this warranty.

Failures incurred due to workmanship issues during repairs performed by customer or end user are not covered by any warranty provided by Dex Heavy Duty Parts, LLC.

Original freight is not reimbursed under warranty claims

\*\*\* Authorizations are required prior to repairs on any Dex Heavy Duty Parts, LLC renovated components. Warranty coverage or credits may not be applied if work has already been performed.

Dex Heavy Duty Parts, LLC Renovated Parts Warranty does not consist of the following: freight damages, improper installation, shipping charges and any other incurred expenses.

This warranty is in lieu of and excludes all other warranties, expressed or implied.



# RENOVATED FLYWHEELS

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Dex Heavy Duty Parts, LLC warrants its renovated flywheels to be free of defects in materials and workmanship for a 90-Day period indicated from the date of initial sale. Dex Heavy Duty Parts, LLC sole and exclusive obligation under this warranty is limited to Dex Heavy Duty Parts, LLC's option: replacement, repair or refund of the purchase price.

Claim requests are filed directly with Dex Heavy Duty Parts, LLC. Refer to the Dex Return Information found on the Dex website. The Dex Heavy Duty Parts, LLC's Customer Service department will issue a return authorization. In the event that it is determined that the part must be warrantied, the original part must be returned to Dex Heavy Duty Parts, LLC to obtain repairs or refund. This warranty applies to defects in materials and workmanship produced by Dex Heavy Duty Parts, LLC renovation activities. It does not apply to original manufacturing and or composition of the part, adjustments or damage caused by misuse, neglect, accident, abnormal operation, installation, conditions that cause failure to the vehicle's warning devices, alteration, or removal of the parts. Warranty does not include costs associated with part removal, installation, inconvenience or consequential damages. Any implied warranty including the mechanics implied or fitness for a particular purpose is limited in duration to the length of this warranty. The remedies provided above are the exclusive remedies under this warranty or any implied warranty. All incidental or consequential damages are excluded from this warranty.

Sales receipt/documentation is required if any claims are requested. As with any warranty, if delayed registration for warranty start date is needed, the request has to be submitted to Dex Heavy Duty Parts, LLC for documentation of sale to end user and start of warranty period. Authorization of repair, replacement, or credit is required prior to work performed. Once approved, copy of repair invoice is required when claim is filed. Credit applied upon review. Extensions of warranties are neither available nor applicable.

Maintenance and/or wearable items are not covered under this warranty.

Failures incurred due to workmanship issues during repairs performed by customer or end user are not covered by any warranty provided by Dex Heavy Duty Parts, LLC.

Original freight is not reimbursed under warranty claims

\*\*\* Authorizations are required prior to repairs on any Dex Heavy Duty Parts, LLC renovated components. Warranty coverage or credits may not be applied if work has already been performed.

Dex Heavy Duty Parts, LLC Renovated Parts Warranty does not consist of the following: freight damages, improper installation, shipping charges and any other incurred expenses.

This warranty is in lieu of and excludes all other warranties, expressed or implied.

# RENOVATED ENGINES

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DEX Heavy Duty Parts, LLC will provide warranty for the Dex Heavy Duty Parts, LLC Renovated engines for a period of up to 6 months and unlimited mileage.

Claim requests are filed directly with Dex Heavy Duty Parts, LLC. Refer to the Dex Return Information found on the Dex website.

Warranty coverage begins at sales date to dealership - sales documentation is required if any claims are requested. As with any warranty, if delayed registration for warranty start date is needed, the request has to be submitted to Dex Heavy Duty Parts, LLC for documentation of sale to end user and start of warranty period.

Single (one time) repair coverage (during 6 month coverage period) - Credit for repair will be in the amount of the repair invoice but not to exceed \$750. Authorization of repair is required prior to work performed. Once approved, copy of repair invoice is required when claim is filed. Credit applied upon review.

Single catastrophic failure coverage (during 6 months coverage period) causing engine replacement such as main components renovated/replaced by Dex Heavy Duty Parts, LLC - crankshaft, block, or main castings, Dex Heavy Duty Parts, LLC will provide a replacement engine or full credit (based on original sales invoice price). Credit determined and applied upon return of the engine and failure inspection is completed. A replacement engine is dependent on our available inventory. An additional \$750 can also be applied to the claim request for R&I time, towing, or other costs. Copy of repair invoice is required. Freight for warranty replacement engine will be provided by Dex Heavy Duty Parts, LLC.

Single (one time) repair and replacement or credit coverage ends when either or both applicable claim types have been applied.

Extensions of warranties are neither available nor applicable.

Maintenance and/or wearable items are not covered under this warranty.

Failures incurred due to workmanship issues during "one time" repairs performed by customer or end user are not covered by any warranty provided by Dex Heavy Duty Parts, LLC.

Original freight is not reimbursed under warranty claims

\*\*\* Authorizations are required prior to repairs on any Dex Heavy Duty Parts, LLC renovated components. Warranty coverage or credits may not be applied if work has already been performed.

Dex Heavy Duty Parts, LLC Renovated Parts Warranty does not consist of the following: freight damages, improper installation, shipping charges and any other incurred expenses.

This warranty is in lieu of and excludes all other warranties, expressed or implied.

NOTE: UNITS ARE SUPPLIED DRY. FILL WITH LUBRICANT AS SPECIFIED BY VEHICLE MANUFACTURER. NEVER DISMANTLE OR ALTER A UNIT THAT IS SUSPECT OF A WARRANTY ADJUSTMENT. THIS ACTION, WITHOUT WRITTEN APPROVAL, VOIDS ALL WARRANTIES.

# RENOVATED TRANSMISSIONS

DEX Heavy Duty Parts, LLC will provide warranty for direct replacement of the transmission for a period of up to 24 months and unlimited mileage.

Claim requests are filed directly with Dex Heavy Duty Parts, LLC. Refer to the Dex Return Information found on the Dex website.

Labor, towing, and other repair costs will be covered up to \$750 per incident. Repair invoice is required for warranty review and processing. The DEX Heavy Duty Parts, LLC warranty provides coverage for material defects and workmanship related to the transmission components. Warranty coverage begins at sales date to dealership - sales documentation is required if any claims are requested. As with any warranty, if delayed registration for warranty start date is needed, the request has to be submitted to Dex Heavy Duty Parts, LLC for documentation of sale to end user and start of warranty period. Any transmission units replaced under warranty will retain the original warranty period and terms. The warranty period will not be extended or renewed due to a warranty claim submission. Original warranty specifications are still in effect until expired based on sales date on purchase invoice. Peripheral components supplied with transmission at time of sale may be covered under warrantable repair pending review by Dex Heavy Duty Parts, LLC Sales and Renovation departments. These parts can include but not be limited to: shift control module, switches and sensors, oil seals and gaskets. Seals, gaskets, and specific components will be covered under warranty pending review. Extensions of warranties are neither available nor applicable.

Maintenance and/or wearable items are not covered under this warranty.

Failures incurred due to workmanship issues during repairs performed by customer are not covered by any warranty provided by Dex Heavy Duty Parts, LLC.

Original freight is not reimbursed under warranty claims

\*\*\* Authorizations are required prior to repairs of Dex Heavy Duty Parts, LLC renovated components. Warranty coverage or credits may not be applied if work has already been performed.

Dex Heavy Duty Parts, LLC Renovated Parts Warranty does not consist of the following: freight damages, improper installation, shipping charges and any other incurred expenses.

This warranty is in lieu of and excludes all other warranties, expressed or implied.

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