



## Pilot Flying J Truck Care™ Nationwide Limited Warranty

Your satisfaction is very important to us. If for any reason you are not satisfied with the service you received or we have not exceeded your expectations, please contact the General Manager of the Pilot Flying J Truck Care location where service was provided.

### WHAT IS WARRANTIED AND FOR HOW LONG?

**PARTS** || Pilot Flying J Truck Care warrants to the original purchaser that parts purchased and installed, at any Pilot Flying J Truck Care location, will be, at our sole discretion, repaired or replaced without additional charge if they fail, due to a defect, for a period of one (1) year from the date of purchase. Pilot Flying J honors the manufacturer's warranties on all parts that we sell.

**SERVICE (LABOR)** || Pilot Flying J Truck Care warrants, to the original purchaser, that Service work (labor) performed at a Pilot Flying J Truck Care is warranted to be free from defect in workmanship for (120) days from the original date of service as stated on the customer's original invoice.

**USED TIRES** || If you purchase a used tire at a Pilot Flying J Truck Care location and the tire fails due to a defect within (30) days of purchase, we will, at our sole discretion, repair or replace the used tire. Maximum reimbursable amount is the original invoice total for repair/replacement of used tires outside of Pilot Flying J. Used tires purchased from, but not installed by Pilot Flying J are sold "as is".

**NEW TIRES & BATTERIES** || New tires and batteries are warranted separately by the manufacturer and not included in this warranty. Manufacturer warranties that do not specifically cover labor expense will be the responsibility of the customer. New tire warranties may be handled in a reimbursement capacity following manufacturer review of the alleged defective product. Pilot Flying J is not responsible for denial of said claims.

**ELECTRICAL** || No returns of electrical parts, replacement or defective electrical parts. Pilot Flying J Truck Care accepts no responsibility for improper diagnosis or installation performed by the customer.

**EXCLUSIONS** || Consumable materials and parts (such as antifreeze, oil, and filters) are not included in this warranty. Additionally, the Pilot Flying J Warranty shall not apply and shall become null and void if:

1. The guest declined recommended parts, products and /or services required for satisfactory and / or safe vehicle performance; or...
2. The Vehicle is not serviced in the manner and at the times recommended by the manufacturer or does not receive ordinary and necessary maintenance in accordance with recognized standards and practices in the trucking industry; or...
3. The Vehicle is in an accident, driven recklessly; misused, neglected, used off-road, altered from the manufacture's original design or specification or serviced in connection with a warranty claim without prior written approval of Pilot Flying J; or...
4. New and used tire "Road hazard failure" defined as a tire that becomes unserviceable due to cuts, non-repairable punctures or impact damage, is not warrantable under this limited warranty.

**DISCLAIMER AND LIMITATIONS** || Pilot Flying J's limit of liability is the purchase price of the original invoice. In no event shall Pilot Flying J or its affiliated corporations or any Franchisee of Pilot Flying J will be liable for any loss of actual or anticipated profits, loss of anticipated business, cost of substitute products or services, rental or substitute equipment, progressive damages, loss of use or downtime costs or delay claims (whether direct or indirect) nor for any other special, indirect, incidental or consequential damages arising out of or relating to this Pilot Flying J Warranty.

**FEES AND TAXES NOT INCLUDED** || Some states and/or local governments may require a tax on a portion of warranty repairs or their parts. Where applicable law allows, you, the customer, must pay the tax.

**WHERE CAN YOU OBTAIN WARRANTY SERVICE?** || No warranty will be honored without strict adherence to the following procedure: The guest must first notify the Pilot Flying J Truck Care location, immediately, of any part or service failure by visiting the Pilot Flying J Truck Care location that sold the warranted parts and/or performed the warranted service and present the original invoice. If the original Pilot Flying J Location is not convenient for you, please contact the Pilot Flying J Truck Care General Manager where original services were performed and the General Manager will direct you to the nearest Pilot Flying J Truck Care location.

**GUEST RIGHTS** || This limited warranty gives you specific legal rights; you may also have other rights which vary from state to state.