

# ***IMPORTANT!!!***

## ***LIMITED WARRANTY INFORMATION***

### ***LIMITED WARRANTY***

**Richmond Gear** extends the following limited warranty. This limited warranty extends only to the **original purchaser**.

**Richmond Gear** warrants this product and its parts for ONE YEAR from the original ship date. Warranty is limited to material and / or workmanship defect at the time of shipment from the factory, and in no event shall seller have any liability for consequential damages of any kind resulting from a breach of this warranty. This warranty will be void on all products that show evidence of misapplication, improper installation, abuse, lack of proper maintenance, negligence, or alteration from original design. This warranty is in lieu of any other warranties, either expressed or implied, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE.

**Procedures for obtaining warranty service** - Should you have any problems with your **Richmond Gear** transmission during the warranty period, please call the **Richmond Gear Tech Line at 864-843-9275**, or email **Richmond Gear** at [techsupport@richmondgear.com](mailto:techsupport@richmondgear.com). Please have a copy of your original purchase receipt available, with distributor name, date of purchase, and invoice number when calling or emailing for technical help. Most often, installation, or break in procedural issues (See break in procedure information) can be handled quickly by speaking with one of our technical representatives.

If it is **determined** that repairs are required to your **Richmond Gear** transmission, you **MUST** acquire an **RGA number** from our technical support team. **RGA's** and repair services are **ONLY** rendered by **Richmond Gear**. Any **shipping costs** incurred after 30 days (starting from the original purchase date) on any transmission returned for repair is the customer's responsibility. **ALL** transmissions must be returned in the original box, with the original packaging, or a similarly well protected box. **ALL transmissions must have the RGA number clearly written on the outside of the package. NO COD** packages will be accepted, and no package will be accepted without an **RGA** number written on the outside of the box. **RGA** numbers are only valid for 30 days from the date of issue. Shipping information including address and method will be given to you by our technical support team.

**Post Warranty Repair – After one Year Warranty** – For post warranty repair, the procedure is the same as outlined above for RGA and shipping, however you are responsible for shipping charges both ways, as well as the cost of the repair, including parts and labor.



**Chicago, IL.**