

# RIDGELINE™ WARRANTY PROGRAM



## LIMITED WARRANTY PROGRAM

Ridgeline™ brand lubricants have been formulated to provide the very best engine and transmission protection. We are proud to stand behind our product quality. We provide this limited warranty - that all Ridgeline™ lubricants are free from defects and the Ridgeline™ brand lubricants will protect your equipment's critical engine or transmission parts from oil-related failure.

## COVERAGE

If a Ridgeline™ oil is proven to be defective, Ridgeline™ will replace the defective lubricant and will pay for the reasonable cost of – at the sole option of Ridgeline™ – repair or replacement of any critical engine part whose damage was directly caused by a defect or malfunction of the lubricant. This limited warranty excludes repair or replacement of equipment due to normal wear or usage.

## QUALIFICATIONS

- The equipment is using the appropriate Ridgeline™ lubricant type recommended by the OEM and was solely using such Ridgeline™ lubricant at the time of any engine, transmission or component failure.
- The engine was serviceable at the time the Ridgeline™ lubricant was installed.
- The Ridgeline™ lubricant was selected and maintained in accordance with specifications of the OEM or used in accordance with the Ridgeline™ product instructions.
- If the equipment was used for commercial or agricultural purposes, the appropriate Ridgeline™ product for these applications must have been used.
- The failure of the equipment or lubricant was not due to contamination, water or severe conditions.
- The lubricant used must have been put in service not later than three (3) years from date of manufacture.
- The equipment must have had regular oil changes at least every six (6) months or every 3,000 miles.
- The equipment was being used in its intended and normal operation
- The Ridgeline™ lubricant was not used in conjunction with any other product or additive not authorized for use by Ridgeline™.

## PERIOD OF COVERAGE

- This Ridgeline™ limited warranty is valid for 3,000 miles; or, the length of the OEM recommended oil change interval for your equipment (whether miles or hours).

## SUBMITTING A CLAIM

To file a claim under this limited warranty, you must:

- Notify Ridgeline™ at [ridgeline.information@parklandusa.com](mailto:ridgeline.information@parklandusa.com) as soon as you discover any defect in the lubricant or damage to a critical engine part, but no later than 3 months from the date the damage occurred.
- Take a 10-ounce representative sample of the used lubricant in question from the failed or damaged equipment and place into a clean, dry container. Mailing instructions will be provided from Ridgeline™ personnel after your inquiry is sent to [ridgeline.information@parklandusa.com](mailto:ridgeline.information@parklandusa.com). Mailing will be at your expense.
- Documentation describing the make, model and year of the vehicle or equipment, and total accumulated miles or hours.
- Vehicle maintenance history documentation including miles or hours at the time of Ridgeline™ lubricant installation, general equipment repairs, and oil analysis results.
- Proof of purchase of Ridgeline™ lubricant.
- Batch number from oil container or certificate of analysis (if available).
- Keep all damaged parts for inspection by Ridgeline™. Allow a Ridgeline™ representative to inspect the vehicle or equipment, including any damaged engine, component or automotive system. Cooperate with the Ridgeline™ investigation of the claim and provide the information reasonably requested.

## LIMITATION OF LIABILITY

The limited warranty provided herein is intended to and will be your only recovery against Ridgeline™. Ridgeline™ excludes and disclaims any and all implied warranties including but not limited to implied warranty of fitness for a particular purpose and merchantability. You will not be able to recover incidental or consequential damages. (For example, transportation costs to and from inspection or repair locations, loss of use, towing charges, bus fare, car rentals, or the cost of repairing or replacing other property that was damaged when the lubricant was defective).

Contact [ridgeline.information@parklandusa.com](mailto:ridgeline.information@parklandusa.com) to inquire about a claim or for questions about Ridgeline's™ Limited Warranty.