



SILVER SPORT Transmissions

**NOTICE: Content in this policy is time sensitive.
Please read carefully and completely.**

Statement of General Policies

Warranty Returns

1. All item(s) returned for warranty consideration, inspection, repair, ect. must be shipped pre-paid and insured.
2. All returned item(s) must be accompanied by a RMA Number (Returned Merchandise Authorization Number) given to you by Customer Service prior to the item(s) being returned. We cannot provide warranty service or issue credit for any returned item(s) without an authorized RMA Number.
3. If Silver Sport Transmissions ("SST") finds that the item was defective due to no fault of the customer, SST will ship the product(s) back to you in the most cost effective way. SST will not overnight or 2nd day any item(s) unless it is at the request and expense of the customer.
4. See document MAA-10000 for information concerning the Expressed Limited Warranty.

Returned Merchandise

All merchandise being returned for credit must be accompanied with a RMA Number. Please contact Silver Sport Transmissions' Customer Service to obtain one. All merchandise must be returned in the original packaging and condition. The product will be inspected and is subject to a 15% restocking fee. Special orders are not returnable. Silver Sport Transmissions reserves the right to credit or exchange the parts at our discretion. No returns will be made after thirty (30) days from the Invoice date.

Refused Shipments

All expenses resulting from a refused shipment will be the responsibility of the customer. A credit will be issued for the cost of the product less freight and any other cost incurred due to the refusal. There will be a minimum 15% restocking fee. Any further shipments will not be made until SST is fully reimbursed for the expenses incurred.

Prices

Every effort possible will be made to hold published prices; however, all prices are subject to change without notice. Silver Sport Transmission cannot accept responsibility for printing errors in publications or price sheets.

Shipping Charges

Customers are responsible for all shipping charges on any product. Silver Sport Transmissions uses multiple shipping companies to ensure the lowest cost.

Order Shortages

All order shortages, freight shortages, or discrepancies with an invoice must be corrected **within ten (10) days of delivery**. Please, contact Silver Sport Transmissions' Customer Service to file a claim. Claims filed after ten (10) days will be disallowed. Distributors may not adjust payment of invoices for any shortages or billing errors.

Freight Damages

Damaged Goods claims must be filed immediately with the freight carrier upon receipt of any order that may appear to be damaged. Please notify Silver Sport Transmissions' Customer Service Department if any claims are filed.

Back Orders

Unless we are notified differently, all items not available when ordered will be placed on open backorder. Open backorders will be filled in the order they are received. You will only be charged for items when they are shipped. These items will be shipped to you using standard delivery service once they become available. Please, contact Silver Sport Transmissions' Customer Service to make any other back order arrangements.

Acceptance

By placing an order with Silver Sport Transmissions, the purchaser consents to the terms and conditions contained herein, and upon Silver Sport Transmissions providing the products ordered, these terms and conditions shall form an essential part of the contract between the parties.