

Warranty Information

National Differential Warranty Policy: Differential & Transfer Case Warranty

National Differential remanufactures differentials and transfer cases for automobile, light, and medium duty trucks. All our remanufactured differentials and transfer cases are covered under the following warranty. Other products, including parts, tools, and accessories, are not covered by our warranty. National Differential reserves the right to update this warranty policy as needed without notification. The updated and current policy will always be displayed here.

WARRANTY AND EXCLUSIONS

1. **On-road, Non-commercial vehicles:** 2-year or 100K mile warranty, whichever comes first. Repair or replacement is subject to approval by National Differential in advance of any work performed. Labor is paid only on approved claims after satisfactory inspection as determined by National Differential at a rate of \$50.00 per hour, per Mitchell labor reimbursement rate for re-work.
2. **Off-road/vehicles used on roads not maintained by the city, state, or government/Vehicles used for off-roading, including but not limited to OHV trails, fields, and farms:** 30-day unlimited mileage warranty. Repair or replacement is subject to approval by National Differential in advance of any work performed. Labor is paid only on approved claims after satisfactory inspection as determined by National Differential at a rate of \$50.00 per hour, per Mitchell labor reimbursement rate for re-work.
3. **Commercial vehicles/vehicles used for commercial purposes:** 30-day unlimited mileage warranty. Repair or replacement is subject to approval by National Differential in advance of any work performed. Labor is paid only on approved claims after satisfactory inspection as determined by National Differential at a rate of \$50.00 per hour, per Mitchell labor reimbursement rate for re-work.
4. **International shipments, shipments to Hawaii or to Alaska: 30-day unlimited mileage warranty.** Repair or replacement is subject to approval by National Differential in advance of any work performed. Labor is paid only on approved claims after satisfactory inspection as determined by National Differential at a rate of \$50.00 per hour, per Mitchell labor reimbursement rate for re-work.

5. **4WD and AWD vehicles:** To maintain the given warranty the vehicle must have four tires that are equal in size, tread depth, and wear pattern. Additionally, the vehicle is required to have the same gear ratio in the front and rear differentials. If there is a difference in the tire size, tread depth, wear pattern, or gear ratio the unit is likely to fail, and the warranty is void. We do not cover unit failure due to parts outside of the axle or transfer case assembly.
6. **There is no warranty for any product used for competition, racing, or related purposes.**

Note: To maintain any warranty regular leak inspections must be conducted and the unit break-in procedure, as dictated by National Differential, must be followed.

Warranty Details:

National Differential warrants its remanufactured differentials and transfer cases to be free from defects in materials and workmanship for the warranty period indicated starting from the date the product was received or installed, whichever comes first, provided documentation that the unit was installed by a Licensed Automotive Repair Facility. If proof that the part was installed by a Licensed Automotive Repair Facility cannot be obtained by National Differential, the warranty is void.

Notwithstanding any other provision of this warranty, National Differential's sole and exclusive obligation under this warranty is limited to, at National Differential's option, part repair or replacement. If National Differential determines that the part must be replaced or repaired at our facility, the original part must be returned to National Differential for inspection before any warranty labor and reimbursement consideration. National Differential will pay shipping charges for items needing repair or replacement; however, if it is determined that no replacement or repair is necessary or covered under the warranty, the customer is responsible for all shipping charges to and from the National Differential facility. Additionally, we use the VIN number to verify the product will fit correctly. **If a VIN number is not provided or the product does not fit due to modifications, National Differential is not responsible and all policies regarding shipping & returns apply. If your current mileage is not provided, there is no warranty in place.** By purchasing any product, you agree to all terms and conditions of the warranty, shipping & returns, core charge policy, and completion of payment.

The warranty is extended exclusively to the purchaser of the product. If an automotive repair shop, parts store, or other vendor purchases a product on your behalf, the repair shop, parts store, or other vendor must file the warranty claim. The company or individual's name on the invoice must match the name of the claimant. If the vehicle or part is resold in the aftermarket, the warranty does not extend to the new purchaser. Only customers with a valid sales tax license are eligible for resale.

MAKING A CLAIM

Within 50 miles of the National Differential facility at 225 Main Street, Colorado Springs, CO, 80911, all warranty repairs are required to be brought to National Differential. National Differential will not pay labor claims to shops within 50 miles of the address listed above. Outside of 50 miles, warranty service is available through any Licensed Automotive Repair Facility but must be approved in advance by National Differential. To make a claim, you must contact National Differential, or the business which installed the part, to verify the part was purchased through National Differential. National Differential must approve the repair or return for replacement in writing before any work is performed or the part is returned. National Differential, at its sole discretion, will determine if the product will be repaired by a Licensed Automotive Repair Facility or returned to National Differential for repair or replacement. For product returns, National Differential must schedule the pickup of the product in question and pay for transportation. **All returns, repairs and/or replacements to the products must be authorized by National Differential in advance.** Repairs made without National Differential's prior consent will void the warranty. National Differential will not pay for any unauthorized repairs. Incidental damage caused by the requested repair or by the removal of the product is not covered by the warranty.

Products sent to National Differential for inspection that are deemed not covered under the warranty policy by National Differential will be held in storage for a period of 15 days. Product unclaimed after 15 days will be disposed of by National Differential. If requested, the unit can be returned to its origin, at the cost of freight prepaid by the customer.

Any Licensed Automotive Repair Facility may perform warranty repairs. Most warranty repairs are handled routinely but sometimes requests for warranty service may not be appropriate. If a customer differs with the decision of the National Differential Warranty Technician and/or the Licensed Automotive Repair Facility, an investigation will be made to determine whether the warranty applies. Ask the Licensed Automotive Repair Facility to submit all supporting facts and photo evidence to National Differential for review. If

National Differential decides that the claim is justified, the unit will be either repaired at the Licensed Automotive Repair Facility or returned to National Differential for repair or replacement. All local repairs will be done at the National Differential repair center in Colorado Springs.

When a differential or transfer case is warrantied or repaired, the warranty period remains the same. The duration of the warranty does not restart

Listed below are some of the causes of Axle or Transfer Case failure that the standard warranty does not cover.

WHAT IS NOT COVERED

Brake Parts and Components:

Brake pads, brake shoes, e-brake shoes, rotors, and drums are not covered due to their wear from abnormal or incorrect usage.

Abnormal Wear:

Our products, like all mechanical devices, need periodic parts service and replacement to perform correctly. National Differential Warranty does not apply if damage to the product has occurred because of misuse, lack of routine maintenance, shipping, handling, warehousing, negligence, or improper installation. Similarly, warranty is void if the serial number of the product has been removed, the product has been altered or modified with aftermarket or performance enhancing parts, or if the proper break-in procedure is not followed.

Improper Maintenance:

The life of a mechanical device depends on the conditions under which it operates, and the care it receives. Wear caused by fluid breakdown, dirt, debris, or other abrasive material that has entered the assembly because of improper maintenance, is not covered by National Differential's Warranty. National Differential does not cover further damage caused by a leaking seal. Regular leak inspections must be conducted.

The Warranty does not extend to repairs required because of:

1. Problems caused by parts that are not National Differential parts - including but not limited to parts outside of the Axle Assembly or Transfer Case Assembly.

2. Damage because of overheating, lack of lubrication, or contamination.
3. Repair or replacement required because of an accident or misuse.
4. Improper installation and/or failure to follow the installation instructions and required break-in procedures.
5. Any product used for competition, racing or related purposes.
6. Any product to which a device or accessory not included in the original manufacturer's specifications has been installed. In other words, any vehicle in which aftermarket accessories have been or are installed.
7. Any vehicle in which the differential is obsolete, and a conversion kit is required, and or requested.
8. Improperly maintained fluid, and/or any product on which periodic maintenance services required by the original manufacturer have not been performed.
9. Damage resulting from improper repair(s) or attempted repair(s) by any service technician, even if completed at a Licensed Automotive Repair Facility.
10. There is no warranty for products used in competitive racing or on commercial or rental racetracks.
11. National Differential products are not warrantied if used in an application for which they were not engineered.
12. Vehicles with oversized tires or lift kits, 4WD or not, may have limitations. Please call us for details.

ALL IMPLIED WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION OF THIS WARRANTY AND DO NOT COVER INCIDENTAL OR CONSEQUENTIAL DAMAGES. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS OR THE EXCLUSION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY FROM STATE TO STATE.