

TWISTED TORQUE(TM)

2-YEAR UNLIMITED MILE MANUFACTURER DEFECT WARRANTY AGREEMENT

CUSTOMER SIGNATURE REQUIRED

TWISTED TORQUE INC.	WARRANTY SUPPORT
6802 Jasmine Blvd, Port Richey, FL 34668	Phone: 833-858-9612
www.twistedtorque.com	Email: sales@twistedtorque.com
	Email completed warranty forms and warranty correspondence to: sales@twistedtorque.com

Customer Name: _____	Order Number: _____
Date: _____	Phone: _____
Email: _____	Vehicle: _____

DELIVERY INSPECTION - CHECK YOUR PACKAGE

Customer is responsible for inspecting the shipment promptly upon delivery.

- Visible shipping damage must be reported to Twisted Torque(TM) within 24 hours of delivery.
- Missing parts, accessories, hardware or other items must be reported within 10 calendar days of delivery.
- Inspect the transmission, torque converter, packaging and all included parts before installation and before discarding packaging.
- If damage is present, take clear photos of the transmission, damaged area, pallet/crate, shipping container and packaging. Keep all packaging until the claim is reviewed.
- Do not install a transmission or component that appears damaged in shipping. Contact Twisted Torque(TM) first.
- Failure to timely report shipping damage or missing items may prevent verification or recovery from the carrier and may result in denial of that shipping-damage or missing-item claim, to the extent permitted by applicable law.

Customer Initials: _____

WARRANTY OVERVIEW

All Twisted Torque(TM) transmissions include a 2-Year Unlimited Mileage Manufacturer Defect Warranty covering verified defects in materials and workmanship.

Warranty applies to the original purchaser and is non-transferable.

Performance transmissions are built for modified vehicles. Engine modifications do not automatically void coverage when the transmission is properly matched to the disclosed horsepower, torque, vehicle and intended use.

Customer Initials: _____

REQUIREMENTS - ACTIVATION, INSTALLATION & MAINTENANCE

- Warranty form must be submitted within 10 days of delivery.
- Transmission must be installed within 30 days by an ASE-certified repair facility.
- Proof of professional installation must be retained and provided upon request.
- A new torque converter is required unless supplied by Twisted Torque(TM).
- Cooler and cooler lines must be replaced or professionally flushed as required for the application.
- Correct fluid, fill level and all application-specific installation procedures must be followed.
- Transmission must be serviced within 12 months of installation and annually thereafter. Service records must be retained.

Customer Initials: _____

Failure to meet applicable activation, installation or maintenance requirements may void warranty coverage.

CLAIM PROCESS & CUSTOMER RESPONSIBILITY

- All warranty claims require **prior authorization** from Twisted Torque(TM).
- The transmission must be returned to Twisted Torque(TM) for inspection before a warranty determination, repair, replacement, refund or other remedy is approved.
- Customer is responsible for shipping and transportation costs unless otherwise authorized by Twisted Torque(TM) in writing.
- Unapproved returns may be refused and returned at the customer's expense.
- Customer must maintain reasonable communication and cooperate with diagnosis. Failure to respond within 10 days after a request for information may result in claim closure.
- **Do not continue operating the vehicle after a transmission problem is reported or suspected.** Damage caused or increased by continued operation is not covered.

Customer Initials: _____

INSPECTION & WARRANTY DETERMINATION

Returned units are inspected and the cause of failure is documented. Twisted Torque(TM) determines whether the failure resulted from a covered defect in materials or workmanship.

For an approved claim, repair or replacement will be performed at **Twisted Torque(TM)'s discretion**, subject to this agreement.

Customer Initials: _____

WHAT IS COVERED

- Verified defects in materials or workmanship in the transmission as supplied by Twisted Torque(TM).

- Covered internal parts supplied and installed by Twisted Torque(TM).
- Repair or replacement of covered transmission defects at Twisted Torque(TM)'s discretion.
- Performance applications when correctly matched to the disclosed combination and operated within the rated build and approved intended use.

Customer Initials: _____

WHAT IS NOT COVERED

- Removal or reinstallation labor.
- Fluids, diagnostic charges, towing, rental vehicles, storage, downtime or loss of use.
- Lost income, lost profits, travel, lodging or other incidental, consequential or special damages.
- Parts, accessories or vehicle systems not supplied by Twisted Torque(TM), except where expressly stated in writing.

Customer Initials: _____

EXCLUSIONS - NON-WARRANTABLE CAUSES OF FAILURE

Warranty does not cover damage or failure caused by:

- Improper installation, misalignment, missing/damaged dowel pins, driveline problems or incorrect mounting.
- Improper torque converter installation, converter seating error or resulting pump damage.
- Contaminated, restricted or improperly serviced cooler, cooler lines or transmission fluid.
- Incorrect fluid, improper fluid level, overheating or inadequate cooling.
- Abuse, misuse, neglect or operation after a known or reported problem.
- Engine, flexplate, driveshaft, U-joint, differential, transfer case, vibration or other vehicle-related problems.
- Improper tuning, programming, wiring, electronic controls or failure to complete required relearn/programming procedures.
- Operation beyond the horsepower, torque or intended-use level disclosed and approved for the transmission ordered.
- Unauthorized internal modification, disassembly or repair.

Customer Initials: _____

PERFORMANCE APPLICATIONS

Twisted Torque(TM) performance transmissions are built specifically for modified and high-performance vehicles. Engine modifications do not automatically void warranty coverage.

The transmission must be purchased for and operated within the horsepower, torque and intended-use limits of the build ordered. Horsepower ratings are not unconditional guarantees of service life. Vehicle weight, engine torque, converter stall, gearing, tire, traction, boost/nitrous and launch conditions all affect transmission load.

Racing or competition use, transbrake use, repeated severe launches, towing abuse, operation beyond the rated build or other extreme use is not considered a manufacturing defect unless that specific use and configuration was expressly approved by Twisted Torque(TM) in writing.

For extreme-duty applications, Twisted Torque(TM) may require additional upgrades or recommend a different transmission platform. When a failure is not covered, discounted repair or upgrade assistance may be offered at Twisted Torque(TM)'s discretion.

Customer Initials: _____

INTERNATIONAL SALES

Unless otherwise expressly agreed in writing, warranty coverage is limited to customers and installations within the United States. International customers are responsible for all shipping, freight, duties, taxes, brokerage, import/export charges and related costs.

Customer Initials: _____

RETURNS & CANCELLATIONS

- A restocking fee of up to 25% may apply to eligible returns.
- After 30 days, custom-built transmissions are not eligible for cancellation, return or refund except as required by applicable law or expressly authorized in writing by Twisted Torque(TM).
- Warranty claims are handled under the warranty process above and are not treated as ordinary product returns.

Customer Initials: _____

PAYMENT DISPUTES & PRODUCT INSPECTION

Twisted Torque(TM) transmissions are built or configured for the customer's application. A claimed defect must be reported through the warranty process and the product must be made available for inspection before Twisted Torque(TM) can determine the appropriate warranty remedy.

Failure to return or make the product available for authorized inspection may prevent Twisted Torque(TM) from evaluating or approving a warranty claim.

Customer Initials: _____

GOVERNING LAW, EXCLUSIVE JURISDICTION, VENUE & JURY WAIVER

This Warranty Agreement and any dispute, claim or legal action arising from or relating to the purchase, sale, installation, use, performance, warranty, repair or replacement of a Twisted Torque(TM) product shall be governed by the laws of the State of Florida, without regard to conflict-of-law principles.

To the fullest extent permitted by applicable law, customer agrees that exclusive jurisdiction and venue for any lawsuit, proceeding or dispute involving Twisted Torque Inc. shall lie in the state or federal courts having jurisdiction in Pasco County, Florida.

Customer expressly consents to personal jurisdiction in Florida and waives any objection based on improper venue or inconvenient forum.

TO THE FULLEST EXTENT PERMITTED BY LAW, CUSTOMER AND TWISTED TORQUE INC. EACH KNOWINGLY AND VOLUNTARILY WAIVE THE RIGHT TO A TRIAL BY JURY IN ANY ACTION ARISING FROM OR RELATING TO THE TRANSACTION, PRODUCT OR THIS WARRANTY AGREEMENT.

To the fullest extent permitted by applicable law, Twisted Torque Inc.'s total liability for a covered claim shall not exceed the original purchase price of the transmission giving rise to the claim. Twisted Torque Inc. shall not be liable for incidental, consequential, indirect, special or punitive damages, including loss of use, towing, rental vehicles, lost income, lost profits, travel, lodging or downtime.

Customer Initials: _____

CUSTOMER ACKNOWLEDGMENT & AGREEMENT

I acknowledge that I have read and understand this Warranty Agreement, including the delivery inspection, installation, maintenance, claim, performance-use, exclusions, governing-law, venue and jury-waiver provisions, and I agree to its terms.

Customer Name: _____	Order Number: _____
Signature: _____	Date: _____

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