



**ShiftPoint**  
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**ONLY AT THESE FINE ONLINE RETAILERS:**

AUTO PARTS WAREHOUSE • JC WHITNEY • PARTS TRAIN

## Product Warranty

### The Basics

- Standard applications are covered for 3 years or 1,000,000 miles from the original installation date.
- Commercial and heavy-duty applications are covered for 18 months or 100,000 miles from the original installation date.
- Off-road or stationary vehicles are covered for 6 months or 6,000 miles from the original installation date.
- Modified or misrepresented vehicles are void of warranty.
- Parts and labor are paid per Mitchell On-Demand time at a rate of \$10 per hour, or \$50 per hour when installed at a licensed repair facility.
- This warranty does not cover: towing, fluid, vehicle rental, punitive damages, or diagnostic time (without prior approval).
- To contact the ShiftPoint USA Warranty Administration Team, please call 800-383-8324 or visit [www.shiftpointusa.com](http://www.shiftpointusa.com).

### The Fine Print

This limited warranty is issued to the purchaser on behalf of Shift Point USA (SP) and its parent company, Engine and Transmission Exchange.

1. Shift Point USA warrants to the purchaser that it will repair or replace, at its sole option, units that NT determines to be defective in materials or workmanship for a period of 3 years or 1,000,000 miles from the original date of sale, whichever comes first. This warranty applies only to products installed in passenger vehicles and light trucks up to and including one ton. Units installed in commercial or heavy-duty applications will be warranted for defects in materials and workmanship for 18 months or 100,000 miles, whichever comes first. Commercial and heavy-duty applications will include, but are not limited to: vehicles larger than one ton, transportation for hire (taxis, shuttles, limousines), vehicles used for delivery service, police and any other emergency vehicles, and/or tow trucks. Off-road and stationary vehicles are limited to 6 months or 6,000 miles, whichever comes first. Vehicles that have been modified outside of factory specifications or otherwise misrepresented upon purchase are void of warranty.
2. Warranty concerns shall be called into Shift Point USA at 800-383-8324. SP reserves the right to request a copy of the original repair order before a warranty claim is authorized.
3. All warranty claims must have approval from the Warranty Administration Team at Shift Point USA before any warranty work is performed. The installation facility must receive an authorization number from SP.
4. The Shift Point USA limited product warranty will end at the expiration of time or mileage from the date of the original installation. No repair or replacement will extend the warranty beyond the original period.
5. Failed units must be returned to the Shift Point USA facility for inspection within 30 days. Failure to do so will result in a denied warranty claim. To return a failed unit, please call the SP Warranty Administration Team at 800-383-8324.
6. Labor allowances will be limited to labor time as determined by the Mitchell On-Demand labor guide at a rate of \$50 per hour if the original installation was and warranty replacement installation is performed by a licensed repair facility or \$10 per hour if the installation was performed by a non-licensed individual. Labor payments will only be made after an inspection by Shift Point USA of the failed unit and determination that defects as covered under this warranty are the cause of failure, and not installation error. Requests for labor allowances must be faxed to the SP Warranty Administration Team at 888-428-9769 within 30 days of obtaining an authorization number from SP.
7. The Shift Point USA warranty does not cover: towing charges, diagnostic time (without prior approval), fluids, vehicle rental, transportation charges, loss of time, loss of income, loss of use of the vehicle, storage fees, or consequential, special, punitive, or incidental damages. Other exclusions may apply.
8. The Shift Point USA warranty will only be honored within the continental United States.
9. Shift Point USA reserves the right to charge back the cost of the unit, shipping, or labor charges should it be determined that the failure was caused by improper installation, abuse, misuse, lack of maintenance, neglect, accident, vandalism, or any other condition not covered by this warranty.
10. This warranty supercedes all other warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and there are no other warranties beyond the description contained herein.