

TRUE EDGE

PRODUCTS

TURBO DIESEL

TERMS & POLICIES

LIMITED LIFETIME WARRANTY



True Edge Products warrants all products and paint with a Limited Lifetime Warranty against any defects resulting from workmanship or material. This warranty applies to products used under normal conditions for the purpose they were intended. This warranty does not cover normal wear and tear, damage from modifications to the product, vehicle accidents, misuse of the product, improper care, negligence or the installation of other accessories. True Edge Products shall not be liable for direct, indirect or incidental damages from the use of our products.

If True Edge Products determines that there is a defect in any of our products, True Edge products will replace the product with the same product, or at our discretion refund the product purchase price.

True Edge Products will match the OE paint color to factory specifications. Factory specifications allow for a degree of variance both lighter and darker due to many factors. True Edge Products will not be liable for any variances in paint color match.

With vehicles 3 years or older, True Edge products will not be liable for color match due to fading or oxidation of the vehicle paint.

DIGITAL ASSET RELEASE & USE

All True Edge Products authorized dealers must have True Edge Products authorization to use all or any portion of True Edge Products digital images, product part numbers, product description or True Edge Products name and logo (digital assets). By using any of True Edge Products digital assets to market or advertise items to be sold, you agree to purchase those items solely from True Edge Products.

Anyone found using True Edge Products digital assets without authorization or any True Edge Products authorized dealers found violating the above agreement will be resolved with the following measures:

- 1st Offense: A verbal or written request from True Edge Products to cease and desist from using True Edge Products digital assets.
- 2nd Offense: A written request from True Edge Products Attorneys to cease and desist from using True Edge Products digital assets.
- 3rd Offense: True Edge Products will seek legal action.

ORDER POLICIES & TERMS

True Edge Products is a manufacturer of automotive aftermarket products and sells only to qualified wholesale accounts for resale purposes. Possession of any of our marketing materials, price-list, pictures or other literature does qualify as authority to buy.

Orders may be faxed, e-mailed or placed by phone with True Edge Products. Once the order is placed with True Edge Products you will have a 1 hour window in which you will be able to add items to the order, subtract items from the order or cancel the order altogether. After the 1 hour window closes the order will be picked, packed and shipped. At that time we will not be able to make any changes to the order. Any orders placed after 6 pm EST (5 pm on Fridays) will not receive a 1 hour window in which additions, subtractions and cancellations will be allowed.

Any in-stock items that are to be painted per customer order by True Edge Product will be painted and shipped within 72 hours. True Edge Products requires Make, Model, Year, Paint Code and Paint Color Name before the order can be processed.

MINIMUM ADVERTISED PRICE POLICY

All True Edge Products Authorized Resellers agree to never advertise any True Edge product for less than the True Edge Products Minimum Advertised Price shown in our price list. This is applicable to any and all advertising mediums, including ad-word pay per click campaigns, discount mailers and e-mailed promotional codes using the True Edge Product name or logo. This includes any and all "free gift items" not pre-approved by True Edge Products. Advertisements containing our True Edge Products name or logo also must not appear with any specific discount percentage or specific monetary amount. True Edge Products reserves the right to allow special incentive advertisements per account for specific date ranges. All True Edge Products dealers must adhere to and agree to be bound by the True Edge Products Minimum Advertised Policy.

Any True Edge Products Authorized Reseller advertising any True Edge product for less than the listed price will be resolved with the following measures:

- 1st Offense: A verbal or written warning from True Edge Products. This will include the violating advertisement.
- 2nd Offense: Six month reduction of discount. The "Where to Buy" link on the True Edge Products website will be removed for the suspension period.
- 3rd Offense: Termination of account. Permanent cease of shipping transactions and a letter sent notifying of the termination.

RETURN POLICY

True Edge Products does accept merchandise for return. True Edge Products provides all shipments with a "Return Service Form" and a "Return Shipping Label" unless otherwise instructed by the customer. In order for a return to be processed, it must have the completed "Return Service Form" included in the return with a reason code for the return. The product returned must be less than 90 days old from date of invoice unless product is defective. Product and packaging must be in re-sellable condition. All returns must include all hardware, installation instructions and packaging materials. With the exception of painted products, returns within 90 days of purchase, that meet the above requirements, will not be subject to any restocking fee but will have return freight charges deducted from your credit. Returned painted items will only receive credit on the product and not the paint charge.

If a customer chooses to have their shipments NOT include a "Return Services Form" and "Return Shipping Label" or if the "Return Services Form and "Return Shipping Label" are lost, it will be the customers responsibility to have the defective or damaged product returned to True Edge Products and the customer will be responsible for all return freight charges regardless of reason.

Defective or damaged product that is returned will be replaced with the same or like product. True Edge will ship replacement product immediately if the customer chooses but the customer will be charged for product and shipping charges. Once we receive the defective or damaged product back at our facilities, credit will be issued. Customers can choose to wait for True Edge Products to receive defective or damaged product back first and then have the replacement product shipped.

Credits for returned merchandise will be issued in the same form as purchase was made. In the case of a COD shipment, True Edge products will issue and mail a refund check to the customer.

Please allow 5 business days for all returns to be processed.

TRUE EDGE

P R O D U C T S

www.TrueEdgeProducts.com

1-855-787-8334

59 Tech View Dr. • Cincinnati OH 45215

