

## **Terms & Conditions**

### **General Terms & Conditions**

We rely on your representations including that you have operated the equipment in accordance with manufacturer's specifications at all times. We are attempting to correct an already malfunctioning DPF/DOC/SCR/EGR or other device by cleaning it. We offer an initial inspection to determine the likelihood of a successful outcome from the cleaning process. We may perform an initial pre-cleaning cycle. Should we notice any chipping, flaking or other possible causes of failure during the inspection process, we will return your filter along with an explanation of our diagnosis. We reserve the right to refuse to clean a device. We are not responsible for repair or replacement of any ancillary parts such as sensors. Malfunctioning devices and pre-existing damage are outside of our control. Any additional service cost will be explained for customer approval prior to any service being performed. Your device is insured while in transit with our vehicles or couriers and at our locations. Payment is due prior to shipment.

### **Payment**

Interest at 18% per annum is due on accounts over 30 days.

### **Special Orders**

Lynx Emissions may charge a 30% non-refundable deposit on special-order items over \$1000 in total order value. Lynx Emissions will inform the customer if a non-refundable deposit applies to their order before arranging to bring in the items to fulfill the order.

### **Environmental Fee**

The Environmental Fee supports the continued development of eco-friendly innovations and ensures compliance with local environmental standards.

### **Return Policy on Purchased Items**

New unused goods returned within 30 days of purchase are eligible for a full refund or for a store credit if returned within 90 days of purchase. Original invoice required. A 30% restocking fee may be applied.

### **Warranty**

**Limitations.** Lynx Emissions is NOT liable for any consequential, indirect, incidental, economic or special damages of any kind (including, without limitation, claims for downtime, loss of use, or damage to other components). Our warranty is strictly limited to the specific item(s) we have sold or cleaned and only covers direct physical damage that occurs as a direct result of our cleaning process. This limited warranty is the sole and exclusive obligation of Lynx Emissions, and does not extend to any alleged damage to other equipment or systems, including but not limited to engines or exhaust systems, even if such damage is claimed to have resulted from our goods or services.

**Warranty on Goods** For any warranty claims for the manufacturer's warranty on items purchased in new condition please fill out the [warranty claim form](#) to start the warranty request process.

**Warranty on Service** Within the periods identified below, Lynx Emissions will re-service your filter at the original service level at no additional charge. If the filter is unable to be restored following the second service, a full credit for the cleaning service will be applied to the cost of a replacement device (if purchased from Lynx Emissions) or to a cleaning service offered by Lynx Emissions.

<b>Product</b>	<b>Gold Service</b>	<b>Silver Service</b>	<b>Bronze Service</b>	<b>Other Service</b>
Diesel Particulate Filters (DPF)	1 Year Warranty	6 Months Warranty	3 Months Warranty	No other services offered on DPFs have a Warranty
Diesel Oxidization Catalysts (DOC)	N/A	6 Months Warranty	3 Months Warranty	No other services offered on DOCs have a Warranty
Selective Catalytic Reduction (SCR) Systems	N/A	6 Months Warranty	3 Months Warranty	No other services offered on SCRs have a Warranty
Exhaust Gas Recirculation (EGR) Components	1 Year Warranty	6 Months Warranty	N/A	No other services offered on EGRs have a Warranty

### **Credits**

Credits and overpayments expire after 12 months – no exceptions.

### **Disposition of Failed Filters**

Lynx Emissions will provide written notice to you advising of failure during the inspection or cleaning process and that the filter is available for pickup. If the filter is not collected within ninety (90) days from the date of notice, Lynx Emissions may, in its sole discretion, dispose of, recycle, or otherwise destroy the filter without further notice or liability to you. You waive any claims relating to the disposal of the filter and remain responsible for all outstanding charges associated with the inspection, cleaning attempt, handling, or disposal of the filter.

### **Lien and Disposal of Goods**

We shall have a general and particular lien on all goods in our possession for any sums due and owing to us. Unpaid invoices exceeding ninety (90) days, may result in the sale, disposal of, or other dealings with the goods. The proceeds of any sale shall first be applied to the costs of sale and then to the outstanding amounts owed including interest charges, with any surplus (if applicable) remitted to you. You remain liable for any deficiency. Our rights under this clause are in addition to and not in substitution of any other rights or remedies available to us at law.