

## **General Terms & Conditions**

Thank you for choosing Lynx Emissions. All services offered are provided based on certain representations about the equipment including that you have operated the equipment in accordance with manufacturer's specifications at all times and Lynx Emissions is relying on those representations in providing the services and the warranty. As with any cleaning or restoration procedure, we are attempting to correct an already malfunctioning DPF/DOC/SCR/EGR or other device by cleaning it. We offer every device an initial inspection to determine the likelihood of a successful outcome from the cleaning process. In some cases, this may require us to 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 that is cracked or otherwise damaged. We are not responsible for repair or replacement of any ancillary parts such as sensors. Although it is rare that we cannot completely restore a DPF/DOC/SCR/EGR or other device, 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. As an added benefit to all our valued customers, your device is fully insured while in transit with our vehicles or couriers we arrange and while we have it at any of our locations. Payment is due prior to shipment of the device. Our VIP account holding customers are invoiced upon the delivery of the device(s) and receive NET 30 interest free terms. A daily charge of 1% is assessed for any payments made after the 30-day interest free period.

## **Return Policy on Purchased Items**

All goods in a new unused condition are eligible for a full refund if returned with a copy of the original invoice within 30 days of invoicing. Any goods in a new unused condition are eligible for a store credit within 90 days of the invoicing date. A 20% restocking fee may be applied, for all returns over \$500.00, against the original invoiced amount. For any warranty claims on items purchased in new condition please fill out the warranty claim form and provide the requested documentation to start the warranty request process. All purchases of used goods labeled as a "reman" filters are covered under our standard warranty levels with a 1-year warranty on a gold cleaning for those filters.

## **Special Orders**

Lynx Emissions reserves the right to charge a 30% non-refundable deposit on any special-order items over \$1000 in total order value, if they are not in stock at the branches of Lynx Emissions, and have been ordered in specifically for you as the customer. 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.

## **Warranty on Service Charges**

### **Cleaning of Diesel Particulate Filters (DPF) Warranty**

Once we clean and certify your device, we back it with our industry leading warranty. Should your filter fail for any reason Lynx Emissions will re-run your existing filter at the original service level at no charge. If the filter is unable to be restored an additional time, a credit for the full purchase price of the cleaning service will be applied towards the cost of a replacement device purchased from Lynx Emissions or a credit will be applied towards a future service.

List of eligible service levels for warranty on DPFs:

- Gold Service Level – 1 Year Warranty
- Silver Service Level – 6 Months Warranty
- Bronze Service Level – 3 Months Warranty
- No other services offered on DPFs have a Warranty

### **Cleaning of Diesel Oxidization Catalysts (DOC) and Selective Catalytic Reduction (SCR) Systems**

There is no satisfactory way of testing the condition of catalysts and their reactive properties. Our cleaning services that are provided on DOCs and SCRs, including on unitized OneBox systems, are warrantied on the clean only and do not cover the value of the catalyst, and if they become dirty for any reason, Lynx Emissions will re-run your existing filter at the original service level at no charge. If the filter is unable to be restored an additional time, a credit for the full purchase price of the cleaning service will be applied towards the cost of a replacement device purchased from Lynx Emissions or a credit will be applied towards a future service.

List of eligible service levels for warranty on DOCs/SCRs:

- Silver Service Level – 6 Months Warranty
- Bronze Service Level – 3 Months Warranty
- No other services offered on DOCs/SCRs have a Warranty

### **Cleaning of Exhaust Gas Recirculation (EGR) Components**

EGRs can be pressure tested. This provides an update on whether the compartments are still pressure tight as designed as of, and when the testing occurred. Lynx Emissions does not warranty the EGR from the risk of failure but will provide a warranty on the cleaning if it becomes dirty for any reason Lynx Emissions will re-run your existing filter at the original service level at no charge. If the filter is unable to be restored an additional time, a credit for the full purchase price of the cleaning service will be applied towards the cost of a replacement device purchased from Lynx Emissions or a credit will be applied towards a future service.

List of eligible service levels for warranty on EGRs:

- Gold Service Level – 1 Year Warranty
- Silver Service Level – 6 Months Warranty
- No other services offered on EGRs have a Warranty

Under no circumstances will Lynx Emissions be liable for any damages to you or any kind (including, by way of example, downtime or replacement parts). You acknowledge that the warranty is the sole obligation of Lynx Emissions to you.

For up-to-date Terms & Conditions please visit <https://lynxemissions.com/terms-conditions>