



1025 Union Center Dr. Suite E Alpharetta, GA 30004

www.maddogtransmissions.com

Warranty Policy and Conditions of Sale

***A warranty form (packaged with each product) must be signed and returned within 30 days from the date of original purchase for the warranty to be valid.

GOODS DAMAGED IN SHIPPING

You can buy with confidence from us, knowing that you have the best quality transmission with the finest warranty protection.

All shipments are insured, therefore claims for damage must be made with the freight company. DO NOT return the merchandise to us unless prior return authorization has been approved. Products returned freight collect WILL be refused and returned at customer's expense.

WARRANTY INFORMARION

Since we have no control over how our transmissions are installed, used, maintained or modified outside of our own design and construction, Mad Dog Transmissions warrants that all of its products are free from defects in material and workmanship, for the period of one year (not including transmissions that were purchased without a torque converter).

The warranty period begins from the date of purchase. NO EXCEPTIONS!

You must show proof of purchase by way of invoice or sales receipt. Proof of purchase is required for all warranty work. ALL WARRANTY COVERAGE APPLIES TO THE ORIGINAL PURCHASER ONLY.

This warranty shall not be extended to any other person or transferee. Our warranty only covers the products purchased. There are NO REFUNDS. You understand that under no circumstances can a refund or a credit card chargeback be issued. It is required that you sign our warranty agreement at the time of purchase to validate your warranty coverage and period. Our warranties and condition of sale are subject to the laws of the state of Georgia. Any action brought or held on the basis of our warranty and conditions of sale will be brought and held in the courts located in Forsyth County, Georgia.

Any warranty work or goodwill repairs performed do not create a new warranty or extend the original warranty period.

We reserve the right to refund the full purchase price in lieu of all claims made under this warranty.

THIS WARRANTY IS VOID IF ANY UNAUTHORIZED PERSON/ENTITY TAMPERS WITH THE TRANSMISSION ASSEMBLY.

SUMMARY OF WARRANTY

Mad Dog's obligation under this warranty is limited to the repair or replacement of it's products. There is NO warranties that extend beyond the description on the face of this warranty. Mad Dog's is not responsible for incidental or consequential damages, property damage or personal damages to the extent permitted by law.

MAD DOG TRANSMISSIONS

This warranty is subject to the following: rebuilding of transmissions will be limited to replacement of all friction materials, gaskets and seals. There will be an additional charge for parts that are damaged as a result of items not covered by this warranty.

All Mad Dog transmissions or converters must be operated with a transmission cooling system that is in addition to the stock radiator type cooler.

It is the responsibility of the installer to ensure that all components are correct before installation. Proper assembly always require that the installer measure all tolerances for proper clearances. We assume no liability for any errors made in component selection or installation.

PRODUCT EXCHANGE

If a product does not remain operational during the warranty period, the defective product must be shipped (shipping is to be pre-paid by the customer) to Mad Dog Transmissions by the original purchaser. Mad Dog Transmissions will provide a product exchange. If a product is incorrectly ordered or you have received an incorrect product. It is the sole responsibility of the purchaser to return the product for an exchange. The original purchaser is responsible for all shipping costs. Mad Dog Transmissions reserves the right to inspect defective products before an exchange is given.

MERCHANDISE RETURNS

All returns are subject to a 25% restocking fee. Special orders, special order deposits and down payments are NOT refundable. There are absolutely no refunds, only product exchanges will be offered for any and all returns. In order to provide better customer service, we require prior approval before a customer returns merchandise for warranty or for any other reason. To obtain a Return Authorization (RMA) number please contact us at 770-781-0949.

Merchandise returned should be sent freight prepaid and insured and delivered to the following address: Mad Dog Transmissions LLC 1025 Union Center Dr. Suite E Alpharetta, GA 30004. Mad Dog Transmissions is not liable for any taxes or duties associated with International shipments.

All work is warranted for replacement only. No money back warranty. Warranty does not include removal, installation, abuse, engine explosion, shipping costs, overheating, modifications by customer or down time of vehicle. No guarantee on broken parts. All warranty work is for replacement only and there will be no reimbursement for removal or installation of transmission. You must have your original receipt or invoice. Proof of purchase date is required. The warranty shall only cover the original purchaser.

WARRANTY WILL BE DEEMED VOID ON THE FOLLOWING

- Any product that has been physically altered, tampered with, installed improperly or improperly maintained.
- Any product used in an improper application, abused or not in connection with the proper parts.
- Any product that is defective due to accident, neglect or unauthorized repairs.
- Any product where proper cooling and/or fluid levels have not been maintained. Cooler lines must be flushed to avoid use of old oil or metal shavings from pervious transmission.

High performance and towing applications must install an auxiliary transmission cooler. TV Cable (for transmissions that have one) must be adjusted properly for adequate function of the transmission.

All transmissions must be installed, adjusted and maintained by a certified transmission technician.

MAD DOG TRANSMISSIONS

All fluid levels should be checked prior to installation for proper levels. Any and all repairs or tampering made to a product by the customer or an agent acting on behalf of the customer without prior written authorization by Mad Dog Transmission representative will void this warranty.

MERCHANDISE RETURNS

In order to provide the best possible customer service, we require prior approval on all merchandise returns for warranty or any other reason. To obtain a Return Authorization contact us at maddoglou454@aol.com or call 770-781-0949.

All merchandise must be sent freight prepaid by the customer and insured and delivered to:

Mad Dog Transmissions LLC

1025 Union center Dr. Suite E

Alpharetta, GA 30004

Mad Dog Transmissions is not responsible or liable for any taxes or duties associated with international shipments. You must also include, inside the package, your full name, mailing address, phone number, e-mail address or any other important contact information along with any explanation of the problem and work to be completed.

Passenger car and light truck transmissions will be warrantied to only the purchaser named in the sale of the transmission and only for the transmission described on the applicable transaction number. This warranty does not include any of the material, labor, and components or parts of the vehicle other than the specific transmission and components providing failure of a transmission should occur during the specified warranty period and it is determined the failure is due to the defect of workmanship or parts installed by us, we will replace or repair the defective unit to the original buyer. It is the responsibility of the customer to contact and return the transmission to Mad Dog Transmissions at the owners' expense.

WARRANTIES DO NOT COVER

- Loss of time or use.
- Loss of transportation or vehicle rental.
- Equipment rentals or towing charges.
- Diagnostic time, fluids, filters or shop supplies.
- Fluid starvation for any reason.
- Damage caused by misuse and neglect or accident.
- Improper installation-abnormal wear from contaminated fluid (fuel or dirt).
- Vehicle used for towing purposes unless a proper transmission cooler has been installed.
- Any and all shipping costs including freight damaged claims.
- Rental cars, loss of work, any labor costs, removal/reinstallation fees, towing costs, inspection fees and any other incidental costs or damages which may be associated with the product failure.
- Any product that has been physically altered, improperly installed or maintained.
- Any product used in an inappropriate application, abused or not used in connection with the proper parts.
- Any product that is defective due to accident, neglect or unauthorized repair.
- Any product where improper cooling or fluid levels have not been maintained.
- Any product that contains broken parts or external damage.

Mad Dog Transmissions' obligations under this warranty is limited to the repair or replacement of its products by a Mad Dog Transmission facility. There are no warranties that extend beyond the description on the face of this warranty. This is subject to the following: rebuilding of transmissions will be limited to replacement of all friction

MAD DOG TRANSMISSIONS

materials, gaskets and seals. There will be an additional charge for parts that are damaged as a result of items not covered by this warranty.

_____	_____	
Customer name	Date	

Address		
_____	_____	_____
City	State	Zip

Phone number		
_____	_____	
Customer Signature	Date	

Please return this form by fax or mail to:

Mad Dog Transmissions LLC

1025 Union Center Dr. Suite E

Alpharetta, GA 30004

Phone: 770-781-0949

Fax: 888-843-0356