



### **McLeod Racing LLC TREMEC Warranty & Customer Service Policy**

McLeod Racing LLC is very proud to be an authorized reseller for TREMEC and its wide range of transmissions and related products.

As an Authorized Reseller it is incumbent upon McLeod and its customers to abide by TREMEC's warranty and customer service policies. The goal is to ensure that every customer is able to receive the best and most timely customer service possible.

TREMEC has an incredible staff of customer service representative that know TREMEC products better than any other resource available.

As a McLeod customer we would request the following protocols be followed for tech, customer service, and warranty claims.

1. TREMEC's well-staffed tech line is the very best place to direct customers with technical questions about any TREMEC product.
2. Any TREMEC warranty inquiry should be made by the end user directly to TREMEC.
3. No product shall be returned directly to McLeod or its customers. The end user must contact TREMEC directly with any warranty inquiry or risk their warranty being null and void.
4. No McLeod customer should take back any TREMEC product for warranty purposes. These requests for warranty claims must be made directly by the end user to TREMEC.
5. For new resaleable product, McLeod will only accept returns of product in new and resaleable condition in its original sealed packaging. Any return of new product to McLeod requires an RMA from McLeod and must be returned to McLeod's Anaheim, CA facility.
6. For warranty returns, McLeod will not credit any customer returning TREMEC product for warranty or product that is not in new resaleable condition made directly to McLeod or TREMEC. Again, the inquiry and request for return must be made directly to and returned to TREMEC and only after the end user has received an authorized return number from TREMEC.
7. TREMEC's return policy has been sent along with this McLeod policy letter.

The goal of this policy is to ease the tech burden and eliminate warranty returns to you and to McLeod. It is also to ensure the end user gets the quickest and best customer service possible.

This policy goes into effect immediately. Any customer violating this policy will lose its ability to buy TREMEC products from McLeod.

McLeod thanks you in advance for your adherence to this policy and for your loyalty to our world class product line up.

Bob Scheid  
Director of Business Development  
McLeod Racing LLC