



# BE Pressure Supply & NAPA Warranty Policy (RDCHD)

**BE Pressure Supply's** warranty procedure and policy is as follows: **orders received with missing parts need to be reported within 48 hours. All warranty replacements require BE Pressure Supply pre-approval before returning merchandise for warranty claim.** Warranty claims without this pre-approval will not receive credit and any freight claims or damages must be reported within 48 hours.

## WARRANTY PROCEDURE

1. When a store encounters a warranty problem, call BE PRESSURE SUPPLY (toll free direct NAPA line 1-855-444-5208) and ask for Customer Service. Please have your invoice # and/or serial # ready.
2. If a claim is going to be processed, a Return Goods Authorization (RGA) must be obtained before returning the product.
3. BE PRESSURE SUPPLY will confirm this Return Goods Authorization number with a faxed copy to the dealer.
4. This warranty part has to be returned within 30 days to BE PRESSURE SUPPLY together with the applicable BE invoice copies and a copy of the Pre-Approval. Without proof of purchase we are unable to proceed with Warranty.
5. Product being returned for warranty consideration is to be shipped prepaid freight. If warranty is approved, product will be returned prepaid freight. DO NOT RETURN ANYTHING COLLECT OR IT WILL BE REFUSED. Please write the Return Goods Authorization # on the outside of the package being shipped, along with including a copy of the RGA inside the package.
6. BE PRESSURE SUPPLY will review the warranty claim once the merchandise is received, and will advise the dealer either of a credit for the merchandise returned, or a rejection of the claim. If rejected, the product will be repaired, billed to the dealer's account, and then returned to dealer.
7. If the warranty concern is related to a Honda engine or Baldor motor, the store can advise the end user to take it directly to either a Honda Repair Depot or Baldor Repair Depot. They each have their own throughout North America. This ensures BE PRESSURE SUPPLY and NAPA are not involved in those cases.

## LIMITATION OF LIABILITY

Subject to government regulations, BE PRESSURE SUPPLY liability of any claim, of any kind, including negligence for any loss or damage arising out of, connected with, or resulting from the order, or from the performance or breach thereof, or from the manufacture, sale, delivery, resale, repair, or use of any goods or parts covered by or furnished under an order, shall in no case exceed the price applicable to the goods or parts thereof which gives rise to the claim. In no event shall BE PRESSURE SUPPLY be liable for special or consequential damages, including downtime or labour resulting from damage.

## WARRANTY POLICY

The foregoing warranty is exclusive and in lieu of all other conditions or warranties, whether written, oral or implied (including any warranty of merchantability or fitness for purpose).

If it appears, within the specified warranty period, from the date of delivery by the Dealer to the ultimate Purchase, that the goods do not meet the warranty period, all such liability shall terminate.

This warranty does not cover depreciation or damage caused by normal wear, accident, improper maintenance, improper protection in storage, or improper use. The cost of normal maintenance and normal replacement of service items such as belts, lubricant or oils are the Customer's responsibility.

Warranty as set forth in the preceding paragraphs shall not apply to supplier equipment such as engines or electric motors, such being subject to the warranty of their own respective manufacturers. Take them to your nearest warranty depot.

The foregoing shall constitute the sole remedy of the Dealer and the sole liability of BE PRESSURE SUPPLY.

## WARRANTY POLICY

1. The pressure washer carries a 1 year warranty against manufacturer's defect. Triplex pumps carry a 5 year warranty against manufacturer's defect. Axial pumps carry a 2 year warranty against manufacturer's defect. Note that this warranty only applies to defective manufacturer's workmanship as determined by the applicable manufacturer. This warranty does not apply where customer neglect, abuse, or "normal wear and tear" is involved. Items such as seal and valve kits are not warrantable. Pumps and gearboxes have a 12 month warranty against "normal use" when not commercially used. When commercially used, the warranty period is 90 days.

**\*\*BE Pressure Supply does not pay for labor.**

2. Engine warranties are as per manufacturer's warranty policy in the engine owner operator's manual. Honda GC engines carry a two year warranty against manufacturer's defect. Honda GX engines carry a 3 year warranty against manufacturer's defect.

3. All other accessories and components, including Whirl-A-Ways and Long Wands, are warrantable for 90 days against manufacturer's defect. Whirl-A-Way heads are warrantable for 6 months. Rotary nozzles are warrantable for 'repair only' for 30 days from purchase.