



Office: (833) PARTS-20  
Direct: (903) 458-9080



2103 TX 31, Kilgore, TX 75662  
Sulphur Springs | Kilgore | Tyler



Sales@thomasparts.com  
ThomasParts.com

## **Warranty Coverage Statement & Core Return Policy (Rev 03/01/2025)**

### **WARRANTY COVERAGE: USED ENGINES, TRANSMISSIONS & DIFFERENTIALS**

- Covered for a period of (90) days from the original sales order purchase date. This warranty covers major long block components including the below.

Part Description	Covered
Cylinder Head	✓
Crankshaft	✓
Camshaft	✓
Pistons & Liners	✓
Rods, Main & Thrust Bearings	✓
Rocker Assembly	✓
Oil Pump	✓

#### **Labor Coverage: Up to \$750**

- All components must be installed by a qualified technician

#### **VOIDED WARRANTY INSTANCES**

- Altered or deleted emissions
- Aftermarket tunes including horsepower/torque uprating surpassing manufacture specifications
- Failure to properly maintain components

### **Warranty Claim Procedure**

1. Purchaser shall provide via E-Mail to [Warranty@thomasparts.com](mailto:Warranty@thomasparts.com) the name, address, phone number, and contact of the repair facility along with the following:
  - Detailed Diagnosis Report
  - Estimate Repair that includes Part Numbers + Scope of Labor
2. Repair facility must be one that is open to the public and is in the business of diesel engine repairs to include Transportation, Industrial, or Energy industries.
3. Repair facility must be willing and able to use Thomas Parts' provided or supplied parts
4. All warranty reimbursements will be made to the purchaser after repair invoices have been received.

**Any and all Warranty work Must be Authorized by Thomas Parts Inc. PRIOR TO repair; including labor, parts removal or otherwise. Failure to do so will result in claim denial.**

### **CORE RETURN QUALITY GUIDELINE**

All cores to include engines, transmissions, differentials, electronic(s), or otherwise that are sold with an initial core charge are to be returned within (30) days of receipt of sales order purchase date. Failure to receive core(s) within (30) days will result in forfeiture of core amount. Customer is responsible for packing, and shipping materials for safe return of core(s). All core(s) must be in rebuildable condition, meaning components such as engine block, bell housing, and other core components must be in satisfactory condition.

### **Core(s) Return Process**

1. All cores inspected at the end of each month from 25<sup>th</sup>-31<sup>st</sup> for quality
2. Refunds are issued the first week, AFTER the initial (30 day period) Core received March 15<sup>th</sup>, Processed March 27<sup>th</sup>, Refund sent April 2<sup>nd</sup>.
3. If core is received after the 20<sup>th</sup> of each month, an additional (5-7 day) waiting period after the end of the month may apply.



TRANSPORTATION



INDUSTRIAL



ENERGY