

## **Turbo Warranty details and processes**

**All warranty claims must be strictly done through our online help center.**

### **[Help Center](#)**

**Every part shipped in for warranty needs to have a supplied RMA number on the box and paperwork. Every part shipped in must be over adequately packaged and insured with an appropriate shipping company.**

**Most Sinister Diesel branded Turbo comes with a 12-month warranty from the date of purchase. 3<sup>rd</sup> Party turbos will carry the factory warranty and will have to go through the manufactures warranty process.**

#### **What's Covered:**

- 1. Defects in Materials**
- 2. Defects in Workmanship**

#### **What's Not covered:**

- 1. External components, including but not limited to sensors, intercoolers, engines, down pipes, intakes and service items, are not covered by this Warranty.**
- 2. Overheating, abuse or misuse, installation or modification or maintenance not according to OEM specifications, and/or damage from accident, fire, misfuelling, or water, voids this Warranty.**
- 3. Failed sensors such as EBP, MAF, MAP, VGT, or Wire Harness can cause the turbo to overspeed and/or thrust into the bearing housing and will not be covered under warranty.**
- 4. If you disassemble the turbo prior to Sinister's formal inspection process is completed, it will void the warranty.**
- 5. No oil/oil filter older than 100 miles should be ran through the new turbo upon first install. Contaminates in the oil is the number one cause of Turbo failure and not covered under warranty.**

- 6. Some turbos including but not limited to 6.0 Powerstroke warranties will require proof of purchase of upgraded factory oil feed and return lines.**
- 7. Rental car, Towing, labor for removal of the defective turbo or parts, or reinstallation of the repaired or replacement turbo or parts, fluids, gaskets, loss of income, and/or other incidental expenses, are not covered by this Warranty.**
- 8. The turbo needs to be shipped in the correct box and packaging to prevent damage to housing and or internals. We highly recommend you use a company such as UPS stores to make sure item is packaged correctly. If the turbo arrives damaged or mispackaged. Warranty will be voided**
- 9. Sinister Diesel is not responsible for inadequate packaging, lost, under insured or damaged packages shipped to us.**

**In the event of a product failure, the consumer must return the defective product to Sinister with a supplied RMA for inspection prior to receiving a replacement. Once Sinister examines the product and completes the failure analysis (this can take up to 2-4 weeks), the inspection officer will provide written documentation detailing the product's condition and make their best effort to determine the cause of the malfunction or complaint. Based on the inspection report's findings, Sinister will assess whether a valid warranty claim exists. If a consumer requires immediate service and opts not to wait for the product to be sent back to Sinister for inspection, service, potential repair, or replacement, they can purchase a replacement product directly from Sinister. The consumer will be responsible for paying the full current MSRP, the applicable core charge, and shipping to and from Sinister's facility.**

**Upon receiving the defective product, Sinister will refund the core charge (if applicable) and conduct an inspection to evaluate warrantable damage. If the original product has indeed failed within the terms of the original warranty, Sinister will refund the full purchase price for the replacement product only. However, if the product has failed due to any issue not covered under the original warranty,**

**Sinister will assess charges to the consumer based on the necessary parts to bring the product back to Sinister's standard specifications. The total cost of the required parts will be deducted from the replacement product's purchase price, and the consumer will receive a refund for the difference (if any) between the purchase price paid for the replacement product and the cost of the parts.**

**In the unlikely event a turbo has an issue or fails all together and is deemed a warranty covered issue. Sinister has the choice to either repair or replace the turbo in question a credit or refund in any form is not available.**