



## WARRANTY AND RENEWAL TERMS

### WHAT THE RENEWAL PERIOD OF COVERAGE IS

**Initial Period:** This Warranty will become effective only when the Vehicle has been driven 1,000 miles since the time of initial installation of the Product, as indicated by the odometer reading provided by Consumer on the Warranty Registration Card, and when 30 calendar days have lapsed from the date of initial installation of the Product. If the Product is not reapplied as required for renewal of this Warranty, the initial term of this Warranty will expire at 6,000 miles or six (6) months from the date of initial installation of the Product, whichever occurs first. **Renewal Period:** This Warranty may be renewed for as long as Consumer owns or leases the Vehicle. Any renewal term of this Warranty will expire at 6,000 miles or six (6) months from the date of the most recent installation of the Product, whichever occurs first. The 1,000 mile/30 day initial waiting period is waived for any renewal period.

### HOW TO RENEW THIS WARRANTY:

1. Reinstall the Product by properly installing, or having properly installed, the appropriate volume of the 8 oz. product (less than original 12-ounce application), sold as "Prolong Engine Treatment Booster." Installation of Prolong Engine Treatment Booster is recommended with every oil change, but must be installed within 6 months or 6,000 miles of previous installation, whichever occurs first for Warranty renewal. Renewal can also be accomplished by reinstalling the 12 oz. size of the Engine Treatment Product if Consumer chooses.
2. Notify Warranty Administrator of Warranty renewal within 10 calendar days of reinstallation of the Product. Consumer must mail to GoldenWest Warranty Administrator: 1937 Mount Vernon Avenue, Pomona, CA 91768-3312 (a) the original receipt from retail purchase and the UPC Bar Code from the Product packaging, or the itemized invoice showing installation of the Product by a mechanic, service station, dealer or oil change facility, and (b) a card or letter with Consumer's name, Vehicle Identification Number (VIN), date and odometer reading at the time of reapplication of the Product, and the Warranty Contract Number (shaded letters/numbers in the upper right corner of the front side of this Warranty).

This Warranty applies only to the Consumer and Vehicle listed on the initial Warranty Registration Card and is not transferable. This Warranty shall expire immediately if Consumer is granted a refund on the purchase of the Product.

### WHAT THIS WARRANTY DOES NOT COVER

1. Pre-existing conditions or damage to Vehicle, or a Vehicle which is inoperable when the Product is first installed.
2. Any Breakdown caused by negligence, intentional abuse or misuse, lack of scheduled maintenance as recommended by the Vehicle's manufacturer or improper servicing or from failure to protect the Vehicle from further damage when a Breakdown has occurred.
3. Design and/or manufacturing defects in any Vehicle manufacturer's listed part, or damage or defect caused by parts not listed by the Vehicle manufacturer.
4. Any part(s) or component(s) not specifically listed above as a covered part or component under this Warranty.
5. Any Breakdown resulting from collision or accident, road hazard, overheating, fire, theft, vandalism, riot, explosion, lightning, earthquake, freezing, rust corrosion, windstorm, hail water or flood, salt, environmental conditions, chemicals, contamination of fluids, fuels, coolants or lubricants, or acts of God.
6. Any repair or replacement of any covered part/component if a Breakdown has not occurred, failure of a part/component is due to normal wear (gradual reduction in operating performance), or wear on that part/component has not exceeded the published field tolerances allowed by the Vehicle or part/component manufacturer.
7. Any loss if the odometer has stopped, is tampered with or altered in any way, or the actual mileage cannot be determined.
8. Bolts and fasteners, freon, fluids, shop supplies, hazardous waste disposal, maintenance items, adjustments, alignments, tune-ups, diagnostics, seals and gaskets resulting in fluid leaks, freight, state and local taxes.
9. Any damage or Breakdown that occurs to the Vehicle outside of the United States of America.
10. Any damage or Breakdown due to failure to maintain motor oil or engine coolant at levels recommended by the Vehicle manufacturer or improper maintenance that leads to sludge build-up or lubricant blockage.

### LIMITS ON GOLDENWEST'S LIABILITY

The aggregate limit of liability for a claim or claims related to a Vehicle is \$1,500.00 (U.S.). In no event shall the payment of any claim exceed the fair market value of the Vehicle at the time of the claim. The fair market value of the Vehicle shall not exceed the value as set forth in that edition of the NADA Used Car Guide which is in effect on the date of the claim's presentation.

Should a claim otherwise covered by this Warranty also fall within the scope of coverage provided to Consumer by the Vehicle manufacturer's original or extended warranty, or any other warranty, service agreement or service contract ("Other Applicable Warranty"), the remedies provided under such Other Applicable Warranty shall be Consumer's exclusive remedy. Consumer shall be responsible for the payment of any deductible associated with any Other Applicable Warranty.

### HOW TO MAKE A CLAIM UNDER THIS WARRANTY

In the event Consumer believes that he/she may be entitled to repair or replacement of part(s) or component(s) under this Warranty, Consumer must:

1. Take the Vehicle to a state-licensed repair facility.
2. Call or have the repair facility call GoldenWest Lubricants, Inc.'s Warranty Administrator at 1-800-201-7599 to register your claim. Provide Consumer's Warranty number to the Warranty Administrator.
3. Follow all instructions provided by the Warranty Administrator.
4. Provide to GoldenWest Lubricants, Inc.'s Warranty Claims Administrator information substantiating compliance with the terms of this Warranty and other information or documentation requested, including but not limited to records establishing compliance with repair and maintenance requirements of this Warranty.

**IMPORTANT: No repairs or machine work are to be started, or damaged parts discarded, until the damage and/or failure is diagnosed and the work is registered with GoldenWest Lubricants, Inc.'s Warranty Administrator.**

### WHAT GOLDENWEST LUBRICANTS, INC. WILL DO IF CONSUMER'S CLAIM IS COVERED BY THIS WARRANTY

After receipt by GoldenWest Lubricants, Inc.'s Warranty Administrator of all information and/or documentation requested in support of Consumer's claim under this Warranty, or after 30 calendar days have elapsed from the time the Warranty Administrator requested such information and/or documentation from Consumer, GoldenWest will make a determination as to whether or not Consumer's claim is covered by this Warranty, and will notify Consumer of that decision by mail. If GoldenWest Lubricants, Inc. determines that Consumer's claim is covered by this Warranty, GoldenWest will send Consumer a check for the amount determined by GoldenWest to be due Consumer under this Warranty.

### ALTERNATIVE DISPUTE RESOLUTION (OPTIONAL)

In the event consumer disagrees with the warranty determination made by GoldenWest Lubricants, Inc., or in any way related to this warranty, its interpretation, performance or breach, GoldenWest Lubricants, Inc. or consumer may, but is not required to request to negotiate, mediate, or arbitrate the dispute.

### FORUM SELECTION

Any suit, actions or proceedings arising out of or in any way related to this warranty, its interpretation, performance or breach arising in connection with this Warranty shall be tried and litigated exclusively in the appropriate State court located in the County of Los Angeles, State of California apply California Law.

# WARRANTY REGISTRATION FORM

**GoldenWest Lubricants, Inc.**  
Engine Treatment Limited Product Warranty  
6 months or 6,000 miles (Renewable)

**PLEASE TYPE OR PRINT CLEARLY WITH BLACK OR DARK BLUE INK**

Name: Last \_\_\_\_\_ First \_\_\_\_\_ Middle Initial \_\_\_\_\_  
Work/Daytime Phone: ( \_\_\_\_\_ ) \_\_\_\_\_ - \_\_\_\_\_ Home Phone: ( \_\_\_\_\_ ) \_\_\_\_\_ - \_\_\_\_\_  
Street Address: \_\_\_\_\_ Ste./Apt.: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_  
Email: \_\_\_\_\_  
Vehicle Make: \_\_\_\_\_ Model: \_\_\_\_\_ Year: (Must be current or last 9 years to qualify) \_\_\_\_\_  
Vehicle Lic: \_\_\_\_\_ State: \_\_\_\_\_ Annual Estimated Mileage: \_\_\_\_\_  
Date: \_\_\_\_/\_\_\_\_/\_\_\_\_ Odometer Reading: \_\_\_\_\_ at the time of initial Product installation.  
(Must have 100,000 miles or less to qualify)

**CHECK THE BOX NEXT TO THE WAY YOU PURCHASED PROLONG ENGINE TREATMENT**

- Bought at an auto parts store or other retail store (RET)  
 Had it installed at a service or oil change facility (INST)  
 Already installed in a pre-owned vehicle I bought (DG)

Enter all 17 digits of your Vehicle Identification Number (VIN) Above.  
Letters/Numbers in shaded boxes are your Warranty Contract Number.

**ENTER THE NAME OF THE STORE, SERVICE FACILITY OR DEALERSHIP BELOW**

I verify that I have properly installed, or had installed, Prolong Engine Treatment in the Vehicle on the date and at the odometer reading indicated above. I acknowledge and agree to the terms and conditions of the GoldenWest Lubricants, Inc. Limited Product Warranty. I understand that GoldenWest Lubricants, Inc. Limited Product Warranty coverage will apply or take effect only when the Vehicle has 1,000 miles added to the above odometer reading and when 30 calendar days have lapsed from the date of installation of Prolong Engine Treatment, provided that this Warranty Registration Form and proof of purchase are submitted within 30 calendar days from the installation date.

Signature: \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

**CUT ALONG DOTTED LINE AND KEEP TOP PORTION. ATTACH ORIGINAL RECEIPT AND PRODUCT UPC BAR CODE FROM RETAIL PURCHASE OR AN ITEMIZED SERVICE INVOICE SHOWING PRODUCT INSTALLATION. MOISTEN SIDES AND TOP, SEAL AND APPLY 1st CLASS POSTAGE TO MAIL TO: GOLDENWEST WARRANTY ADMINISTRATOR, 1937 MOUNT VERNON AVENUE, POMONA, CA 91768-3312 WITHIN 30 DAYS OF PRODUCT INSTALLATION. MAKE NOTE OR A COPY OF THE ABOVE REGISTRATION INFORMATION FOR YOUR RECORDS.**