

# Dover Cylinder Head Service, Inc. Warranty

Reconditioned heads sold or exchanged are guaranteed for one hundred eighty (180) days from date of sale. New heads sold or exchanged are guaranteed for three hundred sixty-five (365) days from date of sale. The warranty is limited to the replacement of the head only. If the head has a problem that is determined by Dover Cylinder Head Service, Inc. (hereafter "Dover Cylinder Head") to be Dover Cylinder Head's fault, Dover Cylinder Head may supply gaskets &/or bolts at Dover Cylinder Head's discretion. Any head receiving a valve job, but not being resurfaced – for any reason, including, but not limited to, manufacturer's suggestions or guidelines – by definition is not fully reconditioned & will not be fully warrantied. In such an instance, labor & installed parts will be warrantied for reduced period of thirty (30) days. Customer provided parts are never warrantied by Dover Cylinder Head. Damage resulting from customer supplied parts is not covered under warranty.

Installation of an incorrect head will void warranty.

No warranty on any damage to the vehicle, greater engine, or driver(s) & no towing or vehicle rental will be paid. Warranty requires approval be given before the head is removed & after being tested by Dover Cylinder Head & found to be defective. Heads found not to be defective will be returned to buyer.

**Warranty is non-transferable. All warranty claims, or returns, must be accompanied by original invoice. Dover Cylinder Head does not pay Labor for warranty claims.**

**By purchasing products or services you agree to adhere to this warranty.**

Dover Cylinder Head Service, Inc. is a legally & practically independent entity, unowned by, conglomerated with, or in any other way affiliated to any companies, even of similar name, in any jurisdictions.

## Loss of Guarantee: **Warranty will be lost for listed reasons**

<b>Heat Tabs :</b>	A metal disk with a lead center that melts at two hundred fifty degrees Fahrenheit (250°F). The loss of a heat tab or the center melting will void warranty.
<b>Oil * :</b>	Heads run without proper engine oil, as proscribed by engine manufacturer, or with any contaminant in oil, voids any & all warranty. Final decision on damage caused by lack of oil to be determined by Dover Cylinder Head.
<b>Valves :</b>	Valves bent due to shipping are not covered by warranty. Valves bent after installation are not warrantied by Dover Cylinder Head.
<b>Cams :</b>	Cams not oiled to engine manufacturer's specification will void warranty. Cams installed in exchanged heads are used cams in good condition & are guaranteed usable.

*\* Cam, or Cam bearing failure is due to lack of oil.*

**Installer &/or End-User is responsible for all final adjustments & inspections required before cylinder head installation & initial start-up. No Labor Will Ever Be Granted.**

## Core Return Policy

**100% Core Deposit Refund or Credit, Limited to Following Criteria :**

All reconditioned cylinder heads supplied by Dover Cylinder Head will be accompanied by a return label on same parcel carrier.

All cores are required to be returned to Dover Cylinder Head within fifteen (15) days of shipment.

Any cores returned after 15 days will be subject to a fifty percent (50%) value reduction.

Core returns are required to be **fully assembled** & returned via ground transportation.

Any core returns not **fully assembled** will be subject to a seventy-five percent (75%) value reduction.

Core returns must be a compatible match to your purchased cylinder head.

COD shipments will not be accepted.

## Product Return Policy

All returns must be shipped freight prepaid. No COD shipments accepted.

All **New Returns** must be accompanied by the original invoice.

All returned merchandise subject to a fifteen percent (15%) restocking fee.

An explanation for the return is required.

**Special order parts are non-refundable & require a deposit.**