Warranty and Shipping Information

The Best Converter in the Business is Coupled With the Best Warranty in the Business

ProTorque offers a "No questions asked, Unconditional 60 Day Warranty." If within 60 days of installing a Pro-Torque torque converter you are not 100% satisfied with your purchase, we will refund your money for the full purchase price of the product (not including shipping or installation costs). ProTorque offers a free stall adjustment within a 90 day period. If after installation the customer needs to adjust the torque converter for any reason ProTorque will do a free stall adjustment within 90 days of purchase.
All unused products after the 60 day are subject to a 15% restocking fee. The 60 Day warranty does not apply to any item listed under our "Custom Applications" listing.
In addition, we also offer a 1 year warranty on all of our products. If within one year of purchase you have a problem with a torque converter, for any reason, we will repair it at no charge. This one-year warranty on our products is limited to repairs or replacement by ProTorque of any ProTorque product that fails due to a defect in materials or workmanship. ProTorque's sole obligation under this warranty shall be to repair or replace as its option, the defected converter at no charge to the original customer.ProTorque offers an extended 3 year warranty on any of the "Billet Front covers" . Because of the durable construction of the "Billet Front Cover" design we have extended the warranty to this part only. This warranty covers any failure or breakage of the billet front cover only. This warranty is limited to the front cover itself and not the actual torque converter. There is a nominal "freshen up" charge if the torque converter comes in for repair. The "freshen up" charge will vary depending on unit. Please contact your sales representative for currentrepair charges. ProTorque's sole obligation under this warranty shall be to repair or replace as its option, the "Billet Front Cover" at no charge to the original customer.

Pro-Torque's warranty does not under any circumstances include:

• Normal wear and tear • Shipping costs • Labor, installation, replacement, or transmission fluid costs • Towing, car rental, or costs incurred due to downtime of vehicle• Damage to engine or transmission components or any other parts• Damage caused by: Improper installation and/or maintenance, misuse or abuse, Unauthorized repairs, Inadequate cooling or undue overheating (auxiliary cooling is required for all performance applications), Accidents, Normal wear and tear• Oil contamination of any kind from the transmission, including water, clutch material or metal contamination• A new torque converter is designed to work with a new transmission or a transmission in perfect working condition with no oil contamination. Please don't put our torque converter behind a transmission that is in a failed or failing condition.This warranty expressly does not cover loss or injury from the use of the product. Due to the extreme demand placed on racing and performance products, they are sold without any express warranty or any implied warranty or merchantability or fitness or the intended purpose. This limited warranty may give you specific legal rights that vary from state to state.

ProTorque
C/O Boninfante
555 Industrial Park Drive
Yeadon, PA 19050
Tel: 631-218-8700
Fax: 631-448-8007

ws: protorque.com
fb: /protorque
in: @protorque
tw: @teamprotorque

Warranty Service Procedure

In the event a poblem develops with a ProTorque product, please contact our customer service department at 631-218-8700. The customer service representative, if deemed necessary, will issue a return authorization number (RMA number) to you. The customer should return the product in question,freight prepaid to:

ProTorque
C/O Boninfante, Attn: RMA Dept.
555 Industrial Park Drive
Yeadon, PA 19050

All torque converters returned for warranty should be returned directly to ProTorque. Disassembly of our product voids the warranty after any time period. Returned product must be accompanied with the original sales receipt and a complete description of the problem.If the product is determined to be defective and within the warranty period, ProTorque will repair, replace or issue credit to the customer at ProTorque's option. Any repaired or replaced product will be returned to the sender via UPS Ground Service. Customer will incur any and all shipping charges.