

## DEALER INSTALLED AND OVER THE COUNTER OMNICRAFT PARTS WARRANTY AND FORD PROTECTION PLAN

**Dealer Installed:** The dealer warrants to the original retail "Purchaser" that it will repair or replace any part of any new or remanufactured Omnicraft part sold and installed by the Dealer for the Purchaser that is found to be defective in material or workmanship. **Over the Counter:** The dealer warrants to the original retail or fleet purchaser or to a wholesale purchaser for subsequent reselling (the "Purchaser") that it will repair or replace any part of any new or remanufactured Omnicraft part sold by the Dealer to the Purchaser that is found to be defective in material or workmanship.

### Omnicraft Service Part Warranty Coverage

Omnicraft Brake Pads Omnicraft Brake Shoes Omnicraft Alternator Omnicraft Starter Omnicraft Struts Omnicraft Brake Caliper Omnicraft Radiators Omnicraft Tire Pressure Sensors (TPMS) Omnicraft AC Compressors Omnicraft AC Accumulators / Receiver-drier Omnicraft Master Cylinders Omnicraft AC Condensers Omnicraft AC Expansion Valves Omnicraft Evaporators Omnicraft Fuel Injectors Omnicraft Fuel Delivery Modules Omnicraft Water Pumps Omnicraft Thermostats	Unlimited time and kilometres
Omnicraft Brake Rotor Omnicraft Brake Drum Omnicraft Oil Filter Omnicraft Air Filters Omnicraft Cabin Filters Omnicraft Spark Plugs Omnicraft Hubs Omnicraft Oxygen Sensors Omnicraft Serpentine Belts	24 months/unlimited kilometres

Omnicraft warranty coverage is for DEFECT only, failure due to normal wear is not covered. Towing is not covered under any Omnicraft warranty.

#### **Conditions applicable to Service Part Warranty\*\***

- For Dealer Installed, warranty start date is the date of Dealer installation. For Over the Counter, the warranty start date is the date of retail purchase or date of installation by independent or fleet repair facility (whichever occurs first).
- Copy of original parts invoice and repair order required
- Dealer Installed: Parts and labour
- Over the Counter Retail: Parts only coverage
- Over the Counter Wholesale: Parts and labour to a maximum of \$150.00 for a fleet or installer capable of professional workmanship, (except in the Province of Quebec, no maximum labour).

#### **Documentation required for labour reimbursement on Over the Counter Wholesale**

- Repair order must include the VIN, repair date and customer name
- Description of Customer concern and steps to correct concern
- Labour time to complete repair
- Labour reimbursement calculated at Installers labour rate to a maximum of \$150

**Note: Dealer can perform the warranty repair for Over the Counter Wholesale within the labour limits of the reseller**

- For a service part replacement or repair under warranty, the replacement or repaired part or accessory receives the balance of the original part warranty and does not start over.
- The dealer will retain the defective parts /assemblies covered by warranty.
- Transferability: In the Province of Quebec, all of the warranties herein are transferable. Outside of the Province of Quebec, the warranty is not transferable.
- The purchaser must return to a Ford or Ford Lincoln dealer for repair or replacement services
- **When the subject part is no longer serviced (or stocked) by Ford, the dealer reserves the right to refund the money originally paid by the Purchaser for the particular parts and related labour and any balance of warranty coverage is void.**

**Limitations to Parts Warranty:** This warranty does not cover parts that fail due to abuse, misuse, neglect, alteration, accident or racing or which have been improperly lubricated or repaired, improperly installed, or used in applications for which they were either not designed, or functionally intended, or not approved by Ford Motor Company of Canada, Limited or are cleaned, adjusted or replaced as a part of normal maintenance or failures caused by non-Ford parts. In the Province of Quebec, none of the following limitations and exclusions will exclude or restrict the warranty provided for in sections 37 and 38 of the Quebec Consumer Protection Act. To the extent allowed by law, loss of time, inconvenience, loss of use of the vehicle, commercial loss, or special or consequential damages are not covered. There is no other express warranty, agreement or representation on

Ford supplied replacement parts. Any implied warranty or condition as to merchantability or fitness is limited to the duration of this written warranty.

\*\*This warranty does not preclude the operation of any applicable provincial statute, which in certain circumstances may not allow some of the limitations and exclusions described in this written warranty.

### ***Ford Protection Plan – Provided by Ford Motor Company of Canada, Limited***

***Retail Purchase for non-commercial car & light truck only***

This is not a warranty but a complimentary protection plan that is offered to the purchaser of certain Omnicraft replacement parts and may be cancelled at any time. If the following parts fail due to a defect in material or workmanship, wear out or rust through, they will be replaced (in the Province of Quebec, the following condition will not limit the warranty provided for in sections 37 and 38 of the Quebec Consumer Protection Act) as long as the original purchaser of the part owns the vehicle on which the part was installed under the following conditions:

**Dealer Installed Coverage:** Beyond 24 months / unlimited km: part only, (in the Province of Quebec, labour is covered)

**Over the Counter:** Beyond 24 months/ unlimited km: parts only

The following Omnicraft parts only are covered by the Ford Protection Plan:

- Omnicraft Brake Pads and Shoes
- Omnicraft Shocks & Struts

#### **Conditions applicable to the Ford Protection Plan:**

- For Dealer Installed, coverage start date is the date of dealer installation. For Over the Counter, it is the date of retail purchase or date of installation for wholesale purchases (whichever occurs first).
- Copy of original invoice/repair order required with customer name and VIN.
- For a part replacement or repair under the Ford Protection Plan, the replacement or repaired part receives the balance of the original part coverage period and does not start over.
- The purchaser must return to a Ford or Ford Lincoln dealer for repair or replacement services.
- The dealer will retain the defective, worn out or rusted parts covered by the Ford Protection Plan.
- **If the Ford replacement part is discontinued, the Ford Protection Plan is void.**

**Limitations to the Ford Protection Plan:** The Ford Protection Plan does not apply to parts that fail due to abuse, misuse, neglect, alteration, accident or racing or which have been improperly installed, modified, maintained or adjusted. It does not apply to sheet metal perforation from the outside to inside. It does not cover any other additional parts that are required to complete a repair. On Over the Counter it does not cover any associated labour, except for sheet metal. On Dealer installed it does not cover labour beyond 24 months or unlimited kilometres, except for sheet metal. In the Province of Quebec, none of the following limitations or exclusions will exclude the warranty provided for in sections 37 and 38 of the Quebec Consumer Protection Act. To the extent allowed by law, loss of time, inconvenience, loss of use of the vehicle, commercial loss, or special or consequential damages are not covered. The Ford Protection Plan gives you specific legal rights and you may also have other rights, which vary from province to province.

#### **Privacy Statement**

Your privacy is important to us. Ask us if you would like information about our Privacy Policy, including our service providers and their data processing in the U.S., which may be accessible to U.S. law enforcement and national security authorities. We provide this personal and transaction information to Ford Motor Company of Canada, Limited to enable Ford to administer your transaction, provide you with requested services, improve automotive related products and services by conducting customer surveys, and provide you with marketing material which may be of interest to you, as permitted by applicable laws. For the Ford Privacy Policy ([www.ford.ca](http://www.ford.ca)) including use of service providers and U.S. data storage or if you do not want to receive marketing or survey materials from Ford please call 1-800-565-FORD (3673).