

Walbro/TI Automotive Warranty Process

TI Automotive (Walbro) fuel pumps carry a 60-day Limited warranty from the date of purchase. Please note that because these pumps provide higher fuel flow than original equipment, they are sold without warranty after the initial 60 day period.

ALL Walbro pumps are tested after manufacturing, prior to being sent to distributors. It is extremely rare for a Walbro pump to fail prematurely, and the overwhelming majority of warranty claims on these pumps originate from a misdiagnosis elsewhere.

The warranty does not apply to, and will be **void** for pumps that are:

- Altered by any party, including cutting or modifying its connector(s).
- Subject to misuse, abuse, negligence, or operating conditions other than those for which such pump was designed and intended.
- Used in an unapproved application or vehicle.
- Installed in a vehicle where regular preventative maintenance recommended by the manufacturer was not performed when recommended.
- Subjected or exposed to rust, dirt, debris, or other foreign objects found in the fuel system.
- Subjected to external corrosion or outside contaminants.

Should you encounter an issue with a TI Automotive/Walbro fuel pump purchased from Concept Z Performance within the warranty period, please contact our customer service team, and provide details about the issue, your vehicle, and your order information.

Once a claim is initiated, the pump will need to be sent to us for testing and to find the cause of failure. Please send the pump to:

Concept Z Performance
PO# **[Your Order number]**
1515 W Deer Valley Rd
Ste. C106
Phoenix, AZ 85027

The pump should be sealed and carefully packed to avoid damage during transit. Please note that the cost of shipping the pump to us is the responsibility of the buyer.

Upon receipt, the pump will be inspected and tested by our team to determine if it is functional and/or the cause of failure. This process is typically completed within 3-5 business days.

If it is determined that the pump is not defective, or if failure was caused by one or more of the conditions listed above, the warranty will not apply. Should you request the pump back, we must bill you for the cost of return shipping.

If the pump is covered by warranty, we will arrange for a replacement or refund with you as needed. If the pump is not covered by the warranty, we will provide you with an explanation. Please note that the determination and decision made by Concept Z Performance is final.