

## LD PARTS SERVICE – TURBOCHARGER WARRANTY POLICY

### 1. Warranty Coverage

LD Parts Service provides a 12-month unlimited mileage warranty on all turbochargers sold, unless otherwise stated on the invoice.

The warranty period starts from the date of purchase.

This warranty covers manufacturing defects only, including:

defects in materials,

defects in workmanship,

factory-related balance, casting, or assembly faults.

If a turbocharger is confirmed to be defective due to manufacturing reasons, a replacement turbocharger will be provided free of charge, including shipping costs.

### 2. What the Warranty Does NOT Cover

This warranty does not cover any damage caused by factors external to the turbocharger, including but not limited to:



#### Installation & Operating Issues

Improper installation or failure to follow installation procedures

Installation by an unqualified person (installation must be performed by a licensed mechanic if instructions are not provided)

Failure to prime the turbocharger with oil before first start-up



#### Oil-Related Failures

Oil starvation or lack of lubrication

Incorrect oil pressure

Contaminated oil system

Thick, degraded, or incorrect oil

Blocked or restricted oil feed or return lines

Failure of the oil pump

Proof of replacement and installation of a new oil feed line is mandatory for warranty consideration.



#### Maintenance Neglect

Oil and filter changes not performed at least every 8,000 miles or 12 months

Failure to replace oil and air filters during installation



#### Foreign Object Damage (FOD)

Any foreign objects entering the turbocharger, including:

carbon deposits,

metal particles,

bolts, nuts, screws,

glow plug fragments,

piston or ring fragments,

debris left in the intercooler or intake system.

Foreign object damage will immediately void the warranty.



#### Engine-Related Problems

Engine mechanical failures

Carbon buildup from the engine

Crankcase ventilation or breather system failures

LD Parts Service does not take responsibility for engine-related faults under any circumstances.

### 3. Costs Not Covered

The warranty does not cover:

labor costs,  
installation or removal costs,  
vehicle rental costs,  
towing costs,  
downtime or loss of use,  
any additional parts not purchased from LD Parts Service.

The warranty applies to the turbocharger only.

#### 4. Warranty Claim Procedure

Before any replacement is issued, the following documents must be provided by email:

Cover letter with:

customer name,  
invoice number and date,  
detailed description of the issue.

Copy of the workshop repair order confirming:

system flushing,  
replacement of required accessories (including oil feed line).

Proof of purchase for all required parts not purchased from us.

Failure to provide the above documentation will result in warranty rejection.

#### 5. Inspection & Technical Investigation

All returned turbochargers:

will be fully disassembled,  
inspected internally and externally,  
documented with photographs before, during, and after disassembly.

If no external or internal damage is found and a manufacturing defect is confirmed, a free replacement turbocharger will be supplied.

If damage is caused by oil issues, contamination, foreign objects, or engine failure, the warranty will be rejected.

If the customer wants to pay a deposit of the agreed amount first and receive the new turbine before sending the old one, after sending his photos it is possible and the investigation is carried out at a later time, the deposit will be refunded if nothing is found and if carbon or lack of lubrication is proven by photos, then the deposit will be used to pay for the parts.

#### 6. Goodwill Policy (One-Time Only)

In cases where warranty is rejected due to external damage, LD Parts Service may, at its sole discretion, offer a one-time goodwill repair option, subject to internal approval.

Under this goodwill gesture:

the customer pays parts cost only (typically approx. 50% of the turbocharger price),  
labor and shipping costs are not included,  
this option can be used only once.

Any subsequent failure caused by oil starvation, foreign objects, or engine-related issues will not qualify for warranty or goodwill support, and a new turbocharger will be sold at full price.

#### 7. Legal Disclaimer

This warranty is exclusive and replaces all other warranties, whether express or implied, including any implied warranties of merchantability or fitness for a particular purpose.

LD Parts Service shall not be liable for:

incidental damages,  
consequential damages,  
indirect losses arising from turbocharger failure.

The customer's sole remedy is limited to repair or replacement of the turbocharger as described in this document.

## 8. Warranty Inspection & Investigation Period

All warranty claims require a full technical inspection.

Upon receipt of the turbocharger, LD Parts Service will carry out the inspection and make a warranty decision as soon as reasonably possible and normally within 30 working days from the date of receipt.

In cases where additional time is required due to detailed technical analysis, parts disassembly, contamination assessment, or third-party evaluation, the inspection period may be extended.

The customer will be informed in writing if an extension is required, together with the reason for the delay.

Retention of the turbocharger for the duration of the inspection period does not constitute acceptance of the warranty claim.

This procedure is fully compliant with the Consumer Rights Act 2015 and the requirement to resolve claims within a reasonable time.

## 9. Contact Details



Email: [ldpartsservice@gmail.com](mailto:ldpartsservice@gmail.com)



Phone: +44 07414286194

## 10. Final Acceptance of Sales and Warranty Terms

The purchase and payment for the turbocharger constitutes full, unconditional, and legally binding acceptance of these Sales and Warranty Terms by the Buyer. Upon payment, the Buyer confirms that they have read, understood, and accepted all provisions without reservation.

The Buyer acknowledges that the warranty does not cover damages resulting from improper installation, incorrect operation, failure to follow required installation procedures, poor engine or component condition, or damages caused by foreign objects, debris, or contaminants entering the turbocharger. In such cases, warranty claims shall be automatically rejected.



### Technical Notes (Informational)

Always locate and remove any missing bolts or debris from the intercooler and intake system.

Failure to thoroughly clean the entire intake and oil system will damage any subsequent turbocharger and void the warranty.

## Oil Starvation





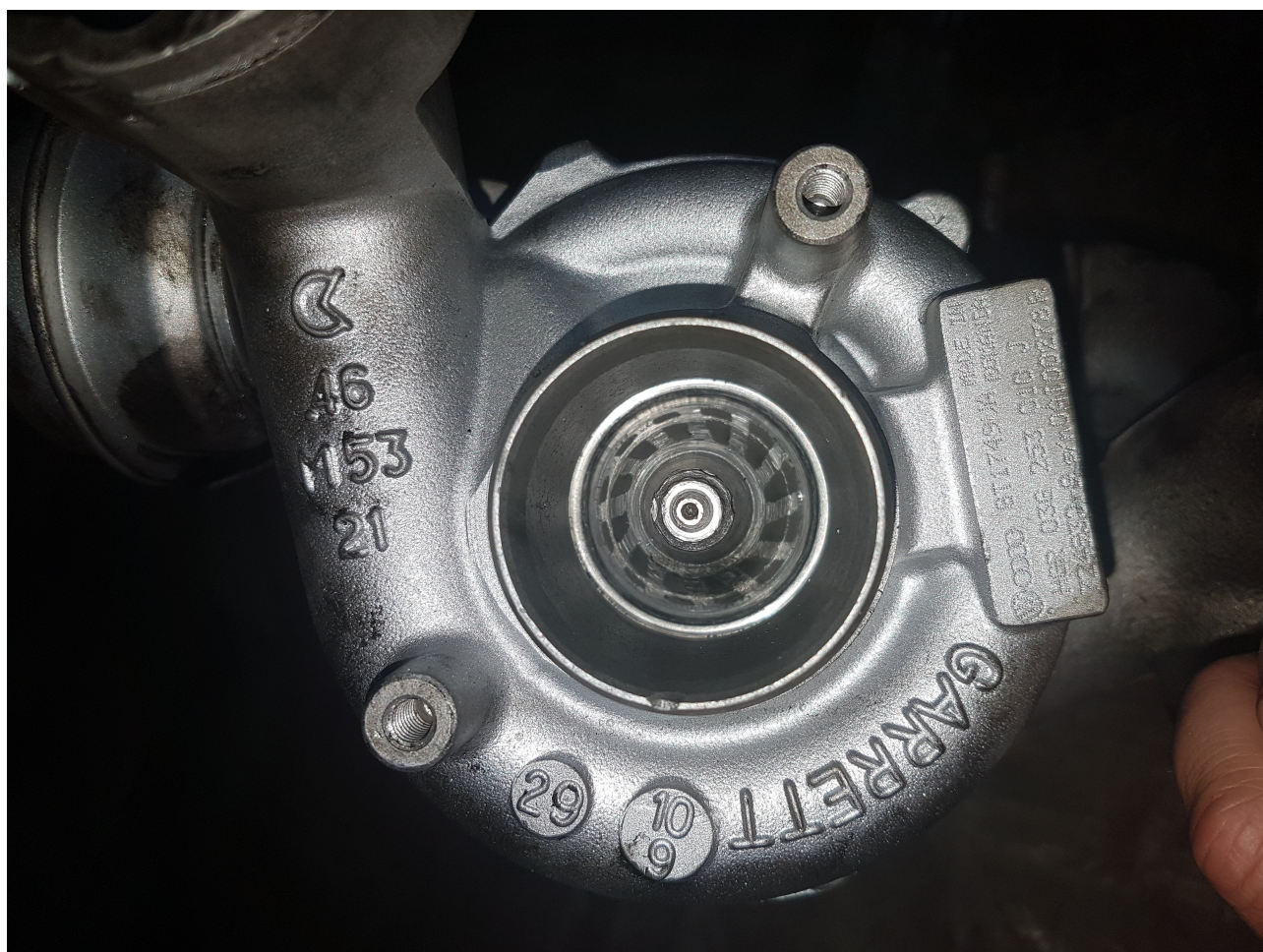
Damaged Blades



New Turbocharger





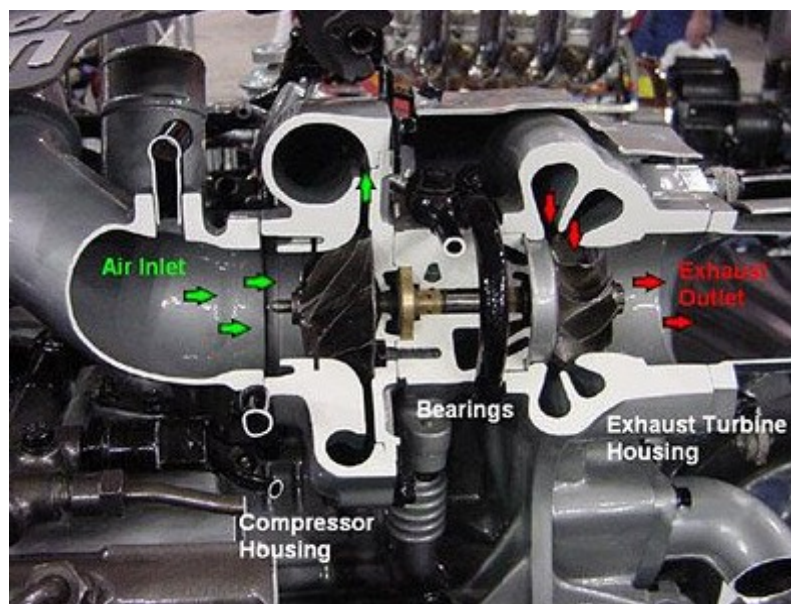






no oil pressure  
overheated shaft







Carbon damage



carbon damage  
vane



metal scratches dirts  
in the oil system

