RANDY'S TRANSMISSIONS

WARRANTY INFORMATION

At Randy's we pride ourselves on workmanship, but even being the best, our units can occasionally require warranty repair. Please read below for complete warranty details and limitations.

STAGE 1 AND 2 TRANSMISSIONS - TWO YEAR WARRANTY

WHAT IS COVERED:

- 2 years of unlimited miles of coverage - from date of installation.
-Free freight shipping both ways within the lower 48 IF the claim is approved and initiated with us.
-Shipping labels (BOLs) will be supplied by Randy's Transmissions. If you supply your own, you will not be reimbursed.
-We will cover up to $750 of labor reimbursement in the first 12 months for warranty approved repairs.
**Labor and Shipping will be covered one time, any additional coverage is at our sole discretion.*

WHAT IS NOT COVERED:

-Input, Intermediate, and Output Shafts - whether stock or billet.
-Any form of Sprag failure
-Shaft and Sprag failures are considered "abuse" and/or the result of improper tuning.
-Cracked/Broken Transmission Housing (Case)
-Damage as a result of improper installation
-Failure to perform the required functions (TCM Tuning, TCM re-learn, grounding straps, etc)
-The use of improper tuning that does not meet our requirements (See specifications for your transmission)
-Environmental Damage (Water in transmission via water fording, heat exchanger leak, overheating, etc.)
-Running low on transmission fluid
-Improper or lack of proper flushing of transmission cooler and transmission lines.
-Using improper or incompatible parts
-Any use or abuse that is outside of the intended use/function of the transmission and its intended purpose.
-Normal wear and tear

STAGE 3 AND 4 TRANSMISSIONS - ONE YEAR WARRANTY

****HOT SHOT / PLOW TRUCK DRIVERS RECEIVE A ONE YEAR, 12,000 MILE WARRANTY ON ALL STAGES.***

WHAT IS COVERED:

-1 year of unlimited miles of coverage - from date of installation.
-Free freight shipping both ways within the lower 48 IF the claim is approved and initiated with us.
-Shipping labels (BOLs) will be supplied by Randy's Transmissions. If you supply your own, you will not be reimbursed.
-We will cover up to $750 of labor reimbursement in the first 12 months for warranty approved repairs.
**Labor and Shipping will be covered one time, any additional coverage is at our sole discretion.*

WHAT IS NOT COVERED:

-Input, Intermediate, and Output Shafts - whether stock or billet.
-Any form of Sprag failure
-Shaft and Sprag failures are considered "abuse" and/or the result of improper tuning.
-Cracked/Broken Transmission Housing (Case)
-Damage as a result of improper installation
-Failure to perform the required functions (TCM Tuning, TCM re-learn, grounding straps, etc)
-The use of improper tuning that does not meet our requirements (See specifications for your transmission)
-Environmental Damage (Water in transmission via water fording, heat exchanger leak, overheating, etc.)
-Running low on transmission fluid
-Improper or lack of proper flushing of transmission cooler and transmission lines.
-Using improper or incompatible parts
-Any use or abuse that is outside of the intended use/function of the transmission and its intended purpose.
-Normal wear and tear

LIMITATIONS/PROVISIONS - ALL TRANSMISSIONS

-Warranty is NON-TRANSFERRABLE; it only applies to the original owner/purchaser.
-All Warranty Claims must be submitted through our online portal before any work is performed.
-Any opening/repairs of the transmission performed without the consent of Randy's Transmissions will VOID warranty.
-Any/All Warranties must be sent back to Randy's Transmissions in Utah for inspection/repair
-We will not provide "loaner" or "exchange" units.
-Diagnostic fees are covered up to $250 if the issue is warrantable.
-We will reimburse labor up to $750. Any non-transmission related expenses will not be reimbursed.
-We will reimburse up to $120 worth of fluid (ATF) - One time only.
-Abuse/Racing/Lack of Maintenance, or improper installation will VOID warranty.
-Warranty Claim must be filed within 72 Hours of transmission issue/failure
-You must provide proof of proper maintenance
-You must obtain authorization from Randy's Transmissions prior to any repairs can begin.
-It is your responsibility to submit any/all invoices relating to transmission warranty within a reasonable time to be reimbursed.

VALVE BODY / TORQUE CONVERTER WARRANTY

-Valve Bodies are guaranteed for a year against workmanship/defects; not including electronics.
-Electronics on Valve Bodies carry a 90 Day Warranty.
-Single & Dual Disc Converters carry a 2 year, unlimited mile warranty.
-Triple/Quad Disc Converters carry a 3 year, unlimited mile warranty.
LABOR COSTS ARE NOT COVERED FOR TORQUE CONVERTERS OR VALVE BODIES

REFRESH PROGRAM

If your transmission is out of the warranty coverage period, and you're still the original owner of the vehicle, we will refresh your unit - bringing it to our latest build specs without charging you the price of a brand new transmissison.
Refresh includes the following: New clutches & steels, refreshed valve body, cut and clean the torque converter.
Hard parts are not included in the refresh. If you have broken hard parts, you will be charged for any items needing replacing.

RANDY'S TRANSMISSIONS

TRANSMISSION SERVICE HISTORY

WE RECOMMEND 30K MILE SERVICE INTERVALS. SOONER IF YOU ARE A HOTSHOT DRIVER.
KEEP THIS WARRANTY CONTRACT IN YOUR GLOVE BOX AND LOG YOUR TRANSMISSION SERVICE HISTORY FOR EASY REFERENCE. IF YOU NEED A SERVICE KIT FOR YOUR TRANSMISSION, WE DO OFFER THEM ON OUR WEBSITE - UNDER “SERVICE KITS:

**PLEASE NOTE: WE DO NOT RECOMMEND AMSOIL, HOTSHOTS SECRET.
YOU DO NOT NEED TO BUY EXPENSIVE FLUID. ANY HOUSE BRAND ATF THAT MEETS OR EXCEEDS MANUFACTURERS SPECIFICATIONS WILL BE SUFFICIENT.
AISIN TRANSMISSIONS MUST USE MOPAR ASRC FLUID OR MOBIL 3309 ATF.**

DATE	MILES	NOTES

TECH SUPPORT & WARRANTY

IF YOU NEED TO FILE A TECH/WARRRANTY CLAIM, SCAN THIS QR CODE