TYC WARRANTY & QUALITY ASSURANCE INFORMATION

Warranty Policy

TYC/Genera Corporation warrants its products to be free from defects in material and workmanship for as long as they remain installed on the vehicle for which they were originally purchased. Any TYC product found to be defective shall be repaired or replaced through its original supplying wholesale distributor.

This warranty is non-transferable and will be voided under any of the following conditions:

- Use in commercial or fleet, governmental, off-road, or racing applications.
- Failure due to natural/environment forces; either external or internal erosion, including effects of salt-air corrosion and electrolysis from internal cooling system fluids.
- If Genera determines alteration, improper use or installation, negligence, or operating conditions in excess of original design.
- A faulty vehicle engine temperature warning system.
- Improper installation causing damage to connection threads.
- Removal of any stamp, label or manufacturer's identification.

This warranty applies only to those products which have been installed in accordance with accepted industry standards by a recognized service dealer and certified technician. Subsequent repair or replacement claims must receive advance approval from Genera prior to commencement of work. Cost of removal, installation, and incidental or consequential damage are expressly excluded. All parts submitted for warranty must accompany the original receipt and be returned freight prepaid. The customer assumes all risks and cost of defective product when en route to the participating facility.

Warranties may vary between product line offerings; please consult your local sales representative for further information on our warranty policies

Quality Assurance

At TYC/Genera, our top priorities are quality automotive products, exceptional customer service, and on-time delivery. These priorities all make quality assurance one of the most important aspects of our operation.

The automotive products we sell have to meet or exceed our customer's expectations, from purchasing quality raw materials through design and engineering; from production and delivery through (most importantly) customer-oriented after sales service.

1-2-3 Rule of Commitment

Our goal is to provide both fast responses and timely corrective actions to address the customer's quality concerns. Our 1-2-3 Rule adheres to the following timeline:

- Within 24 Hours - We will respond to every customer's quality concern. Our staff will acknowledge receipt and start on our preliminary investigation process.
- Within 48 Hours - We have validated the concern and will formulate a short term action plan to address the concern.
- Within 72 Hours - We create a corrective plan of action (sometimes involving our manufacturing facilities) and institute a preventative plan to ensure the issue will not reoccur on that part.

TYC/Genera devotes multiple personnel from both our headquarters and distribution facilities to weekly meetings centered around progress for product quality concerns. These meetings track any open quality concerns and seek the most efficient, effective, and timely action to address these concerns.

All TYC/Genera manufacturing facilities and distribution centers are **TS16949/ISO9001:2008** certified. In addition, we implement cutting edge manufacturing technologies, work with top optic design engineering talent, and invest in state-of-the-art robotics. This commitment to quality and efficiency enables us to achieve production capacities well above average; while maintaining a low defective rate. The combination of these creates a product that is highly regarded by discerning, quality-conscious customers.

Uncompromising quality and a commitment to improve and exceed our customers' expectations; *that's the TYC promise*.

Service List

List the services your company provides. To add more services, copy and paste additional text boxes.

Service name 1

Briefly describe the benefits of using this service. Change the picture to one of your own, such as a picture of the service.

- More details...

For more information about this service:

E-mail: someone@example.com

Service name 2

Briefly describe the benefits of using this service. Change the picture to one of your own, such as a picture of the service.

- More details...

For more information about this service:

E-mail: someone@example.com

Service name 3

Briefly describe the benefits of using this service. Change the picture to one of your own, such as a picture of the service.

- More details...

For more information about this service:

E-mail: someone@example.com

Service name 4

Briefly describe the benefits of using this service. Change the picture to one of your own, such as a picture of the service.

- More details...

For more information about this service:

E-mail: someone@example.com