



CADNOC Limited Warranty – Lubricants (for Canada)

WHAT THIS WARRANTY COVERS: CADNOC, a trusted provider of premium synthetic lubricants, warrants to the Consumer that at the time of sale, its lubricants are free of defective materials, design, and workmanship. Our lubricants are fit for use according to CADNOC's written recommendations and in applications specified by one or more of the product data sheets and product labels.

WHAT THIS LIMITED WARRANTY DOES NOT COVER:

- CADNOC lubricants for which CADNOC offers a separate, specific warranty.
- CADNOC lubricants not (1) packaged by CADNOC or an authorized CADNOC packager and (2) sold by CADNOC or an authorized CADNOC Dealer.
- CADNOC lubricants used in conjunction with any other product or additive not authorized for use by CADNOC.
- CADNOC lubricants contaminated after leaving CADNOC facilities or premises. This includes contamination due to improper handling, re-packaging, storage, filtration, or dirty dispensing equipment.
- CADNOC lubricants used in mechanically deficient equipment. This includes equipment that is flawed, defective, or modified improperly, including components not from CADNOC or CADNOC aftermarket partners.
- Equipment failure due to not following original equipment manufacturer (OEM) recommendations for warranty coverage, including lubricants, maintenance, and drain intervals, prior to the first installation of CADNOC lubricants, or any other pre-existing condition or OEM defect unrelated to the use of CADNOC lubricants.
- Repair or replacement of equipment due to normal wear and tear.
- Equipment failure when CADNOC lubricants are not used strictly according to CADNOC's written recommendations or the OEM's warranty coverage.

EXCLUSIONS:

- CADNOC lubricants used in any manned aircraft or aviation application.
- CADNOC lubricants used for racing purposes.
- Claims regarding allegedly defective CADNOC lubricants for which a reasonable sample has not been preserved.
- Damages if the Consumer does not send or make the requested parts available for inspection by CADNOC or its insurer.

WHAT CADNOC WILL DO TO CORRECT A COVERED DEFECT: If a CADNOC lubricant is found to be defective in materials, design, or workmanship, CADNOC will:

1. Replace the defective lubricant.
2. At CADNOC's option and cost, repair or replace components damaged by the defective CADNOC lubricant.

REPAIR OR REPLACEMENT, AS PROVIDED IN THIS PARAGRAPH, IS THE CONSUMER'S SOLE AND EXCLUSIVE REMEDY UNDER THIS LIMITED WARRANTY.

WHAT IS REQUIRED TO MAKE A CLAIM: To make a warranty claim, please follow these steps:

1. Provide a representative oil sample (at least six (6) ounces) taken from the failed equipment. Place the sample in a clean, dry container for warranty claims filed with CADNOC.
2. If engine damage occurs and the vehicle is under warranty, file a warranty claim with the OEM. If the OEM denies the warranty claim based on the use of a CADNOC lubricant, provide a written copy of the OEM's warranty denial.
3. Notify CADNOC at +1 (647) 262-4194 immediately or mail a claim notice, along with the OEM denial (if applicable), to CADNOC at the address provided below, postmarked within 30 days of the failure or alleged defect.
4. Keep the failed parts available for inspection by CADNOC unless they are given to the OEM.
5. Mail the following items to CADNOC at your expense:
 - The six (6) ounce representative oil sample.
 - Documentation describing the make, model, and year of equipment, total accumulated miles and/or hours, and duty cycle or service environment.
 - Equipment or vehicle maintenance history documentation, including miles or hours at the time of CADNOC lubricant installation, general equipment repairs, and oil analysis results if available.
 - Proof of purchase for CADNOC lubricant (if available).
 - Batch number from the oil container or Certificate of Analysis (if available).
 - The OEM warranty denial, if applicable, and the claim notice (if not previously provided).
6. If your claim is approved, you will be reimbursed for this mailing expense.

AFTER A CLAIM IS FILED:

- Cooperate with the CADNOC investigation of the claim and provide information reasonably requested by CADNOC.
- If your claim is paid by CADNOC or its insurer, CADNOC may attempt to recover those amounts from the OEM. If this occurs, you may be asked to provide further information regarding the failure and cooperate with CADNOC or its insurer in the recovery process.

CADNOC Address for Warranty Claims: CADNOC Inc. ATTN: Warranty Claims 120 Vintage Gate
Brampton, Ontario L6X5B9 Canada

This CADNOC Limited Warranty is specific to lubricants sold in Canada and applies to customers in Canada.