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# The Ultimate Lubrication Warranty

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**Imperial will repair or replace any piece of your equipment damaged due to the failure of our lubricant.**

All our lubricants meet or exceed original equipment manufacturers' standards.

We guarantee their performance when used in accordance with Imperial's recommendations, the equipment manufacturers' performance specifications, and under normal operating conditions.

This warranty is in addition to any and all original equipment manufacturers' warranties and does not invalidate them.

**It's our commitment to you!**

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See reverse for complete warranty terms and conditions. For further information on the Imperial Ultimate Lubrication Warranty or any Mobil-branded lubricant call Imperial at 1-888-968-3776.

**Mobil 1™**

**Mobil Delvac 1™**

**Mobil SHC™**

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# The Ultimate Lubrication Warranty

## Terms and Conditions

### What the Warranty Covers

Imperial Oil Limited (Imperial) provides this warranty to direct purchasers of Mobil-branded lubricants, where such lubricants have been purchased from an authorized vendor. This warranty covers the Mobil-branded product and critical equipment parts lubricated by that product directly damaged by a defect or malfunction of the lubricant. Imperial warrants that its lubricants are free from defects and that the lubricant you purchased will protect your equipment parts from oil related failure for three years, provided that:

- The equipment was in good operating condition at the time the lubricant was installed;
- The lubricant was selected and maintained in accordance with specifications of the original equipment manufacturer (OEM), and the written recommendations (which include product packaging) provided by Imperial at the time of sale; and
- The equipment has been operated within the limits specified by the OEM.

Be advised that if your equipment is covered by a manufacturer's warranty, you should follow the equipment's oil life sensor and the oil change interval recommended in your owner's manual to avoid a disruption in the manufacturer's warranty. Follow your owner's manual if the equipment is operated in any of the following severe services: racing or commercial applications including taxis, limousines, etc.; frequent towing or hauling; extremely dusty or dirty conditions; or under excessive idling conditions.

### What the Period of Coverage Is

The Ultimate Lubrication Warranty is valid for three (3) years from the date of purchase or installation, whichever comes first.

### What We Will Do to Correct Problems

Imperial will replace any lubricant that is defective. In addition, Imperial will repair any equipment damage directly caused by a defect or malfunction of the lubricant, at no cost to you, provided that the lubricant was selected and maintained in accordance with specifications of the OEM and the written instructions (which includes product packaging) provided by Imperial. These are your exclusive remedies for any claim for defective lubricant.

### What the Warranty Does Not Cover

This warranty excludes:

- Mobil-branded lubricants used in mechanically deficient equipment, where the deficiency results from, but is not limited to: a previously existing condition, abnormal operation; negligence; abuse; damage from casualty, shipment or accident; or equipment modification done without written authorization from the OEM.
- Mobil-branded lubricants used in equipment where the OEM required lubricant standards do not match those stated by Imperial, without prior written approval from Imperial.
- Mobil-branded lubricants and/or equipment pieces that have been used in conjunction with any other product or additive that has not been authorized for use by Imperial.
- Failure of equipment due to non-lubricant related conditions, such as normal wear.

### How You Can Get Service

To file a claim under this warranty, you must:

1. Within 48 hours from discovery of the damage (and not later than six (6) months from the date the damage occurred), call 1-888-968-3776 to communicate the issue, and initiate a claims investigation. You may also contact your Imperial or local Distributor representative.
2. Provide proof of purchase and maintenance records showing that the equipment was serviced at the intervals recommended by the OEM.
3. Allow an Imperial representative to examine the equipment to determine the extent of the damage and to confirm that the lubricant was the cause.
4. Allow an Imperial representative to obtain an oil sample, if available, from the engine for oil analysis at no cost to you to assist in determining the cause of the equipment failure.