



# OIL GUARANTEE



**PREMIUM  
LUBRICANTS**



## OUR COMMITMENT IS YOUR GUARANTEE

CO-OP® Premium Lubricants are blended to meet rigid performance standards of quality and meet or exceed original equipment manufacturers' specifications.

Federated Co-operatives Limited guarantees the performance of CO-OP® Premium Lubricants when they are used in accordance with our recommendations and your equipment manufacturer's requirements.

Federated Co-operatives Limited will repair any equipment that is damaged by a failure of

CO-OP® Premium Lubricants, as long as the oil is used in accordance with our recommendations and your equipment manufacturer's requirements.

Federated Co-operatives Limited offers this guarantee in addition to any warranty offered by your equipment manufacturer.

Complete terms and conditions of this guarantee can be found on the reverse.

Federated Co-operatives Limited backs this guarantee.

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## TERMS AND CONDITIONS



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### WHAT THIS GUARANTEE COVERS

Federated Co-operatives Limited and your local Co-op ("We" or "us") warrant that CO-OP® Premium Lubricants will meet the following:

- Meet or exceed original equipment manufacturers' standards
- Are free from defects
- Will protect your equipment from oil-related failure when used according to our instructions and recommendations and original equipment manufacturers' requirements

### WHAT THIS GUARANTEE DOES NOT COVER

This warranty does not apply when the damage to the equipment is not caused by an oil-related failure, including when it is the result of the following:

- A pre-existing defect in the equipment
- Abnormal operation, abuse or negligence
- Accidents
- Damage during shipment
- Normal wear and tear
- Modifications to the equipment that were done without written authorization from the original equipment manufacturer
- Use of a CO-OP® Premium Lubricant whose specifications do not match the requirements stated by the original equipment manufacturer

- Use of CO-OP® Premium Lubricants in conjunction with other products or additives that Federated Co-operatives Limited has not authorized
- Failure to follow original equipment manufacturer maintenance schedules for changing oils, other fluids and lubricants, and associated parts such as filters

### WHAT TO EXPECT

We will replace any CO-OP® Premium Lubricant that is defective.

We will repair any damage to equipment that is caused by an oil-related failure (as set out above).

We will not cover any other losses, such as injuries or loss of business income.

### HOW LONG THIS GUARANTEE LASTS

This Oil Guarantee is valid for two years from the date you buy or install CO-OP® oil or until the date when the oil should be changed according to your original equipment manufacturer's instructions, whichever comes first.

### HOW TO MAKE A CLAIM

To make a claim under this Oil Guarantee, contact your local Co-op as soon as possible and no later than three months after you discover the damage.

You will need to co-operate with our investigation. We will need to inspect your equipment and obtain sufficient oil samples to complete fluid analysis. We will also require maintenance records for your equipment.

\*CO-OP and design trademark are registered trademarks of Federated Co-operatives Limited