



HEAD OFFICE/ MANUFACTURING
33541 MacLure Road,
Abbotsford, BC, Canada V2S 7W2

U.S. SHIPPING
1124 Fir Ave.
Blaine, WA 98230 USA

U.S. MAILING ADDRESS
1124 Fir Ave. PMB#403,
Blaine WA 98230 USA

BD Engine Brake

General Public Terms and Conditions

October 7th, 2024

1. Freight-damaged items must be reported to the courier upon receipt.
2. BD provides a 30-day satisfaction guarantee for its manufactured products, excluding redistributed items. If a customer is not satisfied with a BD product, it can be returned for credit towards another BD product. This policy also applies through distribution channels, with dealers/distributors receiving account credit only. This guarantee does not cover electronic items that have been opened.
3. Return conditions:
 - a) All Returns must be made within 30 days unless classified under the once-a-year stock return (See below);
 - b) Returns must be in original packaging, unopened and in a salable condition (as determined by BD).
 - c) All Returns must have a prior authorized RMA#.
 - d) Parts that have been installed or attempted to be installed cannot be returned.
 - e) Open packaged items will be charged a 20% restocking fee and the replacement price for missing parts.
 - f) Open packaged electronic items are not returnable (i.e. Tuners, FICMS, Modules...).
 - g) Refunds are made in the same manner in which payment was made. ie credit card or check If you have an account, refunds will be posted to account only.
 - h) BD does not pay return freight for returns; if product is returned freight collect, the freight charge will be deducted from the return amount.
 - i) If you feel the part is defective, or other than what you ordered you must contact BD Customer Service for an RMA.
 - j) Special Order or Obsolete product is not eligible for return.
 - k) For distributed products (Non-BD manufactured products), all technical assistance and warranties must go through the original manufacturer.
 - l) An original invoice (proof of purchase) must be provided for an RMA to be issued. There may be a charge for BD to search for original invoices.
4. Products manufactured or distributed by BD Engine Brake, are guaranteed for terms set out in the warranty statement supplied with each. All warranties are limited to the original purchaser only and the bill of sale is proof of the warranty start date. Products purchased from Amazon, E-bay, or a non-approved dealer or retailer, on the Do-Not-Sell list may void the warranty.
5. BD reserves the right to resolve a warranty claim by either product repair or replacement.
6. The following information is required to obtain a RMA number before returning product or submitting paperwork:
 - a) Copy of original invoice to end use customer and distribution outlet showing purchase of product and date of sale.
 - b) Serial number or date code of product if applicable.
 - c) Vehicle information such as make, model, mileage, drive train, current horsepower rating, etc.



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- d) Full description of the complaint.
 - e) Copies (if applicable) of any invoice for replacement product, related parts required for job (i.e. transmission fluids, service parts), work order or invoice for labor incurred.
7. All paperwork and correspondence must include RMA and product Serial or date codes. Failure to obtain the required information or paperwork will delay or deny any warranty claim.
 8. Serial Numbers must be recorded on the original sales invoice. If not recorded, BD will determine the date-in-service as the date the product left the BD warehouse.
 9. Other expenses such as towing, lodging, food, communication, taxes, levies, fines, freight or any other expenses are the sole responsibility of the original purchaser.
 10. Misapplication—BD is not responsible for any expenses, such as parts or labor, for replacing any product that has been installed incorrectly or in the incorrect application. An example would be a transmission installed in an application with HP above the intended design limit of the transmission.
 11. CORES:
 - a) All returned cores must match the exact application and production year.
 - b) Cores should originate from functioning engines and not be assembled from scrap parts.
 - c) Cores that are disassembled, missing, or have damaged major components will either receive reduced core credit or may be denied completely.
 - d) If a core is damaged due to contamination, mishandling, or conditions beyond normal wear or failure, the cost for repairs or replacement will be deducted from the core credit, or the core might be entirely rejected.
 - e) Core returns must be processed through BD Diesel's web portal at cores.bddiesel.com.
 - f) Cores must be returned in the original packaging in which the replacement product was shipped. Transmission cores should be complete and returned in the original shipping container. All brackets included with the replacement product must also be returned with the core. Non-compliance may result in additional charges.
 - g) All cores must be thoroughly drained of fluids to avoid leakage and container damage, as freight carriers will not accept leaking parcels. Cores that fail to meet these standards, arrive damaged, or are labeled as environmental hazards (e.g., fluids remaining in cores) will be either refused or subjected to a reduced core security charge credit.
 - h) Core security charges will be refunded only if the core is returned within 30 days of product installation, within 90 days of the end user's purchase, or within 12 months of the dealer/distributor's purchase. Beyond these timeframes, market value may be offered for the core if BD requires it.
 - i) For BD products purchased from sources other than directly from BD, the core deposit charge credit may be issued by the original seller.
 12. BD reserves the right to adjust pricing at any time.
 13. BD has the right to cancel any order due to any error(s) of any type (i.e. price, description, picture, etc.). Any payments made on any canceled order due to errors will be refunded, and no extra compensation will be given to any parties involved.
 14. Pictures and descriptions provided through data exchange or through the website may not exactly represent the product or be applicable to all vehicle applications and should be considered as references only.



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15. Proposition 65: All BD retail kits will have a label with the California Prop 65 declaration "WARNING Cancer and Reproductive Harm www.P65Warnings.ca.gov." BD is not responsible for altering or removing the label once it leaves our facilities.
16. BD Engine Brake provides emissions-related data to the best of its abilities. Never use race products on a public road.
17. For specific Warranty Terms please see https://cdn.bddiesel.com/downloads/bd_warranty_statement.pdf
18. These conditions are subject to change at any time. Please see the website for the latest information.