

Return

Electronic modules are non-refundable products. Using TR_S Truck Shop control modules for testing and eliminating possible problem areas is prohibited. In the event a control module is suspect of failing, it will be taken care of in accordance to the warranty policy.

Warranty

Our warranty is non-transferable and only applies to the original purchaser. All control modules are factory tested prior to shipment to ensure 100% functionality. TR_S Truck Shop reserves the right to deny any return or exchange.

All control modules must be installed by a certified technician. Any improper installation or negligent diagnosis of a control module will not be covered under the TR_S Truck Shop warranty policy. TR_S Truck Shop does not assume any liability towards labor, rentals, towing, and/or any other expenses incurred with a control module under any circumstances.

In the event a certified technician deems a unit defective or faulty after an original exchange or repair, a replacement will be provided or a rebuild of a core made available, whichever is deemed more expedient and efficient. Any warranty items returned to TR_S Truck Shop must have prior approval from a customer service representative and must accompany an original invoice. Any external issues within a vehicle that cause control module failure will void warranty. This includes electrical shorts, open circuits, faulty wiring, incorrect installation, etc. Tampering of the internal control module or seals will void warranty. Shipping and handling charges are non-refundable with no exceptions. Some modules may require on-vehicle programming or calibrating for complete functionality. The vehicle may not function properly until proper programming has been performed. TR_S Truck Shop is not responsible for any programming or calibrating necessary for this feature.

Core

Each exchange purchase will carry a refundable core deposit. Cores must be returned within 10 days of the original purchase. Cores received after 10 days of the original purchase will automatically forfeit the deposit. The core must accompany a purchase order or invoice and be the same part number to ensure proper credit. Partial credits may be offered in extenuating circumstances. Cores must be rebuildable. If a core is not rebuildable, the deposit will be forfeited. All cores meeting the non-rebuildable criteria can be returned to a customer however the shipping will be assumed responsible to the customer's expense.

Non-rebuildable Core Criteria

- Water Damage
- External/Physical Damage
- Extensive Corrosion
- Burned Beyond Repair
- Broken Case or Connectors
- Rust Contamination