



# GORILLA MOTOR WORKS, LLC WARRANTY

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One (1) year or eight thousand (8,000) mile, whichever comes first, warranty for internal engine parts of on-the-road vehicles and six (6) Months limited manufacturer's warranty for all other parts. In no event will Gorilla Motor Works, LLC/ZNEN be liable for shipping damages, missing or lost items by shipping or trucking companies, lost revenue, lost wages, lost savings or, any other incidental or consequential damages arising from purchase, use or, inability to use the product. Gorilla Motor Works, LLC/ZNEN is not responsible for any damages arising from misuse, natural disasters, personal disasters or, any repair or modification not done or authorized by Gorilla Motor Work, LLC/ZNEN. Warranty does not cover shipping damages, misuse, abuse or, other reasons except for manufacturer's defects.

All warranty issues must be handled through the dealer where products were purchased or any other authorized GMW Dealerships. Parts only, will be provided, repair service to be paid by customer even under warranty period. If a customer cannot reach dealer, customer shall furnish a copy of original invoice which must show the model number and VIN (Vehicle Identification Number) on the invoice before we, Gorilla Motor Works, LLC/ZNEN, can warranty your product through another authorized GMW Dealer. Please keep and provide your original invoice and title to the Dealership where you go for warranty work.

## **PARTS ONLY WARRANTY – FOR ALL PRODUCTS**

### **This limited warranty covers the following only:**

Engine block, including all internal lubricated parts (i.e. rings, pistons, pins, crankshaft and main bearings, the connecting rods and rod bearings, camshaft bearings, timing chain gears, rocker arms, valve springs, valve guides, valve seats, valve push rods, valve lifters and oil pump). Additionally, the engine head(s), engine block and cylinder barrels

will be covered if they are damaged solely as a result of the mechanical failure of one or more of the internal lubricated components specified above. The cooling system must be in good working order including cooling fans.

**Covered for six (6) months:**

**All electrical components of all types (distributor, alternator and all sensors and electrical control devices), fuel systems, gaskets, seals, filters, mounts, linkage and fluids, from manufacturers defect.**

**TRANSFER CASE:** All internal lubricated parts contained within the transfer case. The transfer case itself will be covered if damaged solely as a result of the mechanical failure of one or more of the internal lubricated components contained within the transfer case. Accessory items, including but not limited to U-joints, electrical components, linkage, seals, gaskets and mounts or fluids *are not covered by this warranty*.

**DIFFERENTIAL:** All internal lubricated parts contained within the drive axle housing case. The drive axle housing itself if damaged solely as a result of the mechanical failure of one or more of the internal lubricated components contained within the drive axle housing. Accessory items including but not limited to backing plates, all brake system components, cables, controls, linkage, vents, pumps, U-joints, electrical controls, mounts, seals, gaskets and fluids *are not covered by this warranty*.

**TRANSMISSION:** (Automatic or Standard) All internal lubricated parts contained with the transmission case. The transmission case itself if damaged solely as a result of mechanical failure of one or more of the internal lubricated components contained with the transmission case. The complete hydraulic system must be flushed, including integral transfer case, oil cooler, lines and new filter(s) installed. Accessory items, including but not limited to modulators, governors, electrical controls, linkage, mounts, seals, gaskets and fluids *are not covered by this warranty*.

**COVERAGE AND LIMITATIONS**

You must have an authorized GMW Dealer assemble your new motorized vehicle and do the preparatory work to assure that the motor vehicle is in good working condition. You will need to provide proof of this when filing a warranty claim, so keep your receipts. Subject to the limitations stated in this agreement, Gorilla Motor Works LLC, agrees (at its sole discretion and election) to replace a covered component if the covered component fails as a result of one or more of the internal lubricated parts within the stated warranty period from the date of purchase, while the component is being used under the conditions and in the manner specified by its original manufacturer.

**THE FOLLOWING ITEMS ARE NOT COVERED UNDER ANY CIRCUMSTANCE:** TIRES, RIMS, BODY PANELS, FUSES, FORKS, SHOCKS, GASKETS, LIGHT BULBS, SEATS, CV BOOTS, CARBURBATORS, OIL FILTERS, AIR FILTERS, FUEL FILTERS, FILTERS, CLUTCH WEAR PARTS,

CABLES, DRIVE BELTS, CHAINS, SPARK PLUGS, ANY PART MADE OF RUBBER, BELTS, BRAKE LININGS AND/OR PADS, SPROCKETS, EXTERNAL SPRINGS, CLIPS, NUTS, BOLTS, FASTENERS AND FRAMES.

**THIS LIMITED WARRANTY IS VOID IF ANY OF THE FOLLOWING IS TRUE:**

THE CUSTOMER DOES NOT USE A MECHANIC (SMALL ENGINE REPAIR SHOP, MOTORCYCLE SHOP OR AUTO REPAIR SHOP) OR AN AUTHORIZED GMW DEALER TO ASSEMBLE AND PREPARE THE PRODUCT PRIOR TO OPERATION (PROOF OF THIS IS REQUIRED FOR WARRANTY CLAIMS).

THE DAMAGE TO THE COMPONENTS IS CAUSED BY AN ACCIDENT.

THE CUSTOMER FAILS TO FOLLOW THE MINIMUM MAINTENANCE AND BREAK-IN REQUIREMENTS SUGGESTED BY THE MANUFACTURER AND FAILS TO PROVIDE PROPER SERVICE DOCUMENTS.

THE DAMAGE TO THE PRODUCT IS CAUSED DURING SHIPPING.

THE PRODUCT IS USED IN A MANNER WHICH IT WAS NOT DESIGNED FOR.

THE PRODUCT IS MODIFIED IN ANY WAY.

THE PRODUCT IS USED IN A RENTAL BUSINESS.

**TOWING CHARGES:** All towing and/or shipping charges incurred are the responsibility of the customer. Gorilla Motor Works, LLC is not responsible for towing charges incurred for any reason.

**REPAIRED/REPLACED COMPONENTS:** If the components are repaired under the terms of this warranty, they will be repaired or replaced with component parts of a like kind and quality.

**LABOR TO REPAIR OR REPLACE PARTS:** Gorilla Motor Works, LLC does not pay or reimburse any labor cost under any circumstances. Gorilla Motor Works, LLC is not responsible for labor costs.

**S&H CHARGES:**

**IN WARRANTY:** If your product is under warranty, Dealer may return any damaged part for exchange, at your expense, to our Clearwater-Florida Distribution Center. We will pay return shipping to you unless it is determined that your part was abused or damaged from other than manufacturer's defect. Dealer may handle the parts exchange for you at no expense to you, however, the option to do so is that of the dealer and we

have no control of the dealer's in-house parts exchange policies. Customer is responsible to pay all labor charges, as agreed in this warranty.

**OUT OF WARRANTY:** Customer is to pay for parts, shipping and handling both ways and all labor charges. In all cases you must send us the part that needs to be replaced. Failure to do so may result in your getting the wrong part. We are not responsible for wrong parts sent if we do not have your part to exchange and verify the correct part numbers. Parts must be paid for in full before shipping will occur.

**SHIPPING POLICY:** The following is our shipping policy:

All shipping related fees must be prepaid in full. Unless the customer is using freight collect or has arranged his/her own freight.

Gorilla Motor Works, LLC cannot guarantee delivery schedule.

Gorilla Motor Works, LLC is not responsible for shipping delays.

Gorilla Motor Works, LLC is not responsible for damages occurred during shipping. The carrier should be contact if any shipping damages occur to file a claim.

Gorilla Motor Works, LLC is not responsible for any extra cost incurred by the customer after the part has been shipped.

Gorilla Motor Works, LLC is not responsible for return shipping costs and these costs must be included with the initial part order. If shipping funds are not included, the part will not be shipped.

Gorilla Motor Works, LLC is not responsible for any cancellation incurred cost. All incurred cost due to cancellation must be paid in full and is not refundable. (Example: If product or part has left the warehouse and the order is cancelled. The shipping company will charge freight whenever the product leaves our warehouse.)

**Why do you need my part?** We need your part for several reasons:

We need to verify your replacement part is the correct one to send to you.

We require the part to be returned so we may monitor defective parts and notify the correct manufacturer of potential future problems or recalls.

We need to verify that your part is in fact defective. Many times we receive parts that are not defective at all. Parts must be received before an exchange will be given.

**REPLACEMENT PART**

**REPLACEMENT PART:** Gorilla Motor Works, LLC reserves the right to inspect the defective part before replacing it. In some cases, Gorilla Motor Works LLC, will require the customer to send in the defective part for inspection before exchange can be made. The inspection process might take from two to four (2-4) business days after its arrival to the designated inspection office. Gorilla Motor Works LLC, does not reimburse shipping fees.

**WARRANTY TRASFERABILITY:**  
**THIS WARRANTY IS NOT TRANSFERABLE.**

**NO IMPLIED WARRANTIES OR AGREEMENTS:**

**There are no agreements or warranties, expressed or implied including warranties of merchantability or fitness for a particular purpose other than those stated in this warranty. ZNEN shall not be responsible for the payment of damages other than the parts specified in this agreement and limited warranty. Gorilla Motor Works, LLC is not responsible for any incidental or consequential loss or damage arising from injury, loss of use, loss of time, rental vehicles, profits or income to the customer as a result of a failure of any component or part.**

**NO OTHER AGREEMENT:** There are no other agreements between the parties except as stated in this Warranty.

It is the responsibility of the customer, dealer and/or end user, and not Gorilla Motor Works LLC, to ascertain and obey all applicable local, state, federal and international laws in regard to the possession and use of any item purchased from Gorilla Motor Works, LLC. All equipment sold is subject to Public Law 90-351, Title III, U.S.D., Section 2511 and any local, state or federal ordinances or international law. Dealers and end users must consult their local, state and national laws before ordering or purchasing products made or distributed by Gorilla Motor Works, LLC. Dealer/ Retailer agrees that absolutely no sales of any of our motorized products will be to minors. By placing an order, the buyer represents that the products ordered will be used in a lawful manner and that he/she is of legal age. Gorilla Motor Works, LLC will not be held liable for the misuse of any product purchased from us or any of our dealers or retailers.

**All parts sent in for exchange should be sent to:**

GORILLA MOTOR WORKS, LLC  
ATTN: PARTS DEPARTMENT  
12485 44TH STREET NORTH SUITE A  
CLEARWATER, FL 33762