



Mobil



Limited Warranty For Mobil Industrial Lubricant Products

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What The Warranty Covers

ExxonMobil Oil Corporation (“ExxonMobil”) provides this limited warranty to the purchasers who use Mobil industrial lubricants in their equipment, as established by the original equipment manufacturer (“OEM”) and industry requirements (for example, the standards set by the American Society for Testing and Materials or other standards). This limited warranty covers the lubricant and critical components lubricated by the lubricant. ExxonMobil warrants its lubricants to be free from defects and that the lubricant you purchased will protect any equipment lubricated by the lubricant, provided that:

- The lubricant is confirmed to be an unadulterated Mobil industrial lubricant product.
- The equipment has been operated within the limits specified by the OEM.

What The Warranty Does Not Cover

This Limited Warranty excludes:

- Mobil industrial lubricants used in mechanically deficient equipment as a result of abnormal operation; negligence, abuse, damage from casualty, shipment or accident; or equipment modification done without written authorization from the OEM.
- Situations where the OEM required lubricant standards do not match those stated by ExxonMobil without the written approval from ExxonMobil.
- Mobil industrial lubricant products that have been used in conjunction with any other product or additive that has not been authorized for use by ExxonMobil.
- Failure of equipment due to a pre-existing condition that is unrelated to the use of the lubricant.
- Repair or replacement of equipment due to normal wear.

What We Will Do To Correct Problems

ExxonMobil will replace any lubricant that is defective. In addition, if there is equipment failure due to the lubricant you purchased, ExxonMobil will repair any equipment damage directly caused by a defect or malfunction of the lubricant, provided that the lubricant was selected and maintained in accordance with specifications of the OEM or the written instructions of an ExxonMobil sales or lubrication engineer employee.

How You Can Get Service

To file a claim under this limited warranty, you must:

1. Upon discovery of the damage (but no later than one (1) year from the date the damage occurred), contact your ExxonMobil or local distributor representative. You may also call 1-800-MOBIL-25 (662-4525) and press Prompt 4 to inquire about your Sales Engineer's contact information.
2. Allow an ExxonMobil representative to examine the equipment, including its operating and maintenance records to determine the extent of the damage and to confirm that the lubricant was the cause.
3. Allow an ExxonMobil representative to obtain representative new and used lubricant samples for laboratory analysis to assist in determining the cause of the equipment failure.

How State Law Relates To The Warranty

This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state.

The remedy provided herein will be your only recovery against ExxonMobil. You will not be able to recover incidental damages (for example, transportation costs to and from the ExxonMobil representative for inspection of the equipment, loss of use, towing charges, bus fare, car rentals or other incidental damages) or consequential damages (the cost of repairing or replacing other property which was damaged when the lubricant was defective). Some states do not allow the exclusion of or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

THIS LIMITED WARRANTY IS IN LIEU OF ALL OTHER REMEDIES AND LUBRICANT PRODUCT WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING A WARRANTY OF FITNESS FOR PARTICULAR USE OR OTHERWISE BUT DOES NOT APPLY TO IN-SERVICE WARRANTIES CONVEYED WITH SPECIFIC INDUSTRIAL LUBRICANT PRODUCTS.