

DL APPLIANCE PARTS | LEGACY TECHNICAL STANDARDS

TERMS OF SERVICE AND 90-DAY LIMITED FUNCTIONAL WARRANTY

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Release State	APPROVED & LOCKED

1. TERMS OF SERVICE

Acceptance of Terms

By accessing, browsing, or making a purchase through DL Appliance Parts, you acknowledge that you have read, understood, and agreed to be bound by these Terms of Service.

LTS Quality Verified™ and Certification Disclaimer

DL Appliance Parts is not a product certification body.

LTS Quality Verified™ is an internal quality-system and verification designation administered under the applicable LTS requirements. It indicates that the individual part has completed the applicable verification requirements established for that part.

LTS Quality Verified™ does not constitute formal product certification, regulatory certification, laboratory certification, or manufacturer certification.

Testing, inspection, grading, traceability, or the presence of an LTS identification mark does not independently establish LTS Quality Verified™ status.

Only an individual part for which the applicable LTS verification requirements have been completed and recorded may be represented as LTS Quality Verified™.

Customer Responsibilities

Customers are responsible for confirming part compatibility with their specific appliance model before purchase.

Customers agree to follow applicable manufacturer installation procedures and are responsible for damage arising from improper installation, incorrect diagnosis, improper wiring, incorrect voltage, misuse, or use of non-qualified service personnel.

Professional installation is recommended for electrical and electronic components.

2. LTS QUALITY VERIFIED™ 90-DAY LIMITED FUNCTIONAL WARRANTY

Our Commitment

Eligible LTS Quality Verified™ Pre-Owned OEM Appliance Parts are supported by a documented quality and verification process appropriate to the individual part.

Where applicable, that process may include cleaning, visual inspection, electrical testing, functional testing, condition assessment, photography, and digital traceability.

The presence of testing, inspection, grading, photography, QR traceability, or an identification mark does not by itself establish LTS Quality Verified™ status.

Warranty Coverage

Unless otherwise stated in the individual product listing, an eligible LTS Quality Verified™ Pre-Owned OEM Part is covered by a 90-Day Limited Functional Warranty beginning on the date the customer receives the product.

This warranty applies only to the original purchaser and is not transferable.

What Is Covered

This warranty covers defects in the functional operation of an eligible part occurring during normal installation and intended residential use.

If an eligible LTS Quality Verified™ part fails during the warranty period due to a verified defect existing at the time of sale, DL Appliance Parts may, at its discretion:

- Replace the part with an identical replacement where available and eligible.
- Provide a comparable replacement where appropriate.
- Issue store credit.
- Issue a refund where no reasonable replacement is available or another remedy is required.

Replacement is the preferred warranty remedy whenever reasonably possible.

A replacement part does not automatically inherit the original part's LTS Quality Verified™ status. Any replacement represented as LTS Quality Verified™ must have its own applicable verification status established.

What Is Not Covered

- Incorrect diagnosis of the appliance.
- Ordering the wrong part.
- Improper installation.
- Failure to follow manufacturer installation procedures.
- Improper wiring or incorrect voltage.
- Water damage, fire, flooding, lightning, or power surges.

- Physical abuse, misuse, neglect, or accidental damage.
- Shipping damage not reported within 48 hours of delivery.
- Unauthorized repairs or modifications.
- Commercial or industrial use unless specifically stated.
- Normal cosmetic wear disclosed prior to sale.
- Damage caused by another failed appliance component.
- Consumable items unless specifically covered.

Warranty and Return Policy Are Separate Provisions

The 90-Day Limited Functional Warranty governs eligible functional-defect claims.

Separate customer return, exchange, and refund provisions—including the applicable 30-day customer-ordering-error return period—are governed by the current DLAP Returns, Exchanges & Limited Refund Policy.

A return eligibility provision does not automatically establish warranty coverage, and warranty coverage does not automatically establish eligibility for a customer-ordering-error return.

3. WARRANTY CLAIM REQUIREMENTS

To initiate a warranty claim, customers must provide:

- Original order number.
- Description of the issue.
- Appliance make and model.
- Part number.
- Photographs when requested.
- Any additional information reasonably required to evaluate the claim.

DL Appliance Parts may request return of the original part before approving a warranty claim.

A claim may remain pending until sufficient information and/or the returned part has been received and evaluated.

Return Inspection

Returned warranty items may be inspected to verify:

- Part identity.
- OEM part number.
- Physical condition.
- Functional condition where applicable.
- Digital traceability.
- Applicable LTS verification record.
- LTS Security Identification Mark where applicable.

A security mark, QR code, SKU, donor traceability record, or other identification mechanism supports authentication and traceability but does not independently establish LTS Quality Verified™ status.

Returned parts that cannot be authenticated as the original DL Appliance Parts product may be ineligible for warranty coverage.

4. ANTI-FRAUD PROTECTION

Eligible LTS Quality Verified™ parts may be uniquely identified through the DLAP/LTS traceability system, which may include:

- Appliance Intake Numbers (AIN).
- Internal inventory numbers/SKUs.
- Digital QR traceability.
- Inspection and testing records.
- LTS identification/security marks.

Warranty claims may be denied where inspection or available evidence establishes that:

- The identifying/security mark has been removed or materially altered.
- The returned part is not the original component.
- A component has been substituted.
- The component has been intentionally modified, abused, or damaged.
- The available evidence does not support the claim.

DL Appliance Parts reserves the right to document and retain evidence relating to suspected fraudulent claims.

5. SHIPPING COSTS

If a warranty defect is verified, DL Appliance Parts will determine the appropriate reimbursement or shipping arrangement based on the nature of the claim.

For claims determined not to be covered under this warranty, the customer is responsible for applicable shipping costs.

Shipping damage must be reported within 48 hours of delivery in accordance with the applicable DLAP returns/shipping-damage policy.

6. LIMITATION OF LIABILITY

To the maximum extent permitted by applicable law, DL Appliance Parts shall not be held liable for indirect, incidental, consequential, or special damages arising from the use or failure of any part purchased through this site, including but not limited to:

- Labour costs.
- Loss of food.

- Service charges.
- Property damage.

Nothing in this warranty limits any rights or remedies that cannot legally be excluded under applicable law.

7. CONTACT INFORMATION

For questions regarding these Terms, an order, warranty coverage, compatibility, or a warranty claim, please contact:

DL Appliance Parts
Email: info@dlverifiedappliance.ca

REVISION HISTORY

Revision	Status	Description
Previous approved revision	Superseded by Rev. 1.1	Existing Terms of Service and Warranty Policy
1.1	APPROVED & LOCKED	Consolidated revision aligning LTS Quality Verified™ claims with the current item-specific verification model; separating warranty and return provisions; clarifying replacement status; strengthening traceability/security-mark language; and aligning terminology with current LTS controls.