



SCHAEFFER MANUFACTURING COMPANY

Limited Warranty – Lubricants

(for the 50 United States, the District of Columbia and Canada)

WHAT THIS WARRANTY COVERS:

SCHAEFFER MANUFACTURING COMPANY of St. Louis, Missouri ("SCHAEFFER" or "SCHAEFFER MFG.") hereby warrants to the Consumer that, at the time of sale, its lubricants are free of defective materials, design and workmanship and are fit for use according to the written recommendations of SCHAEFFER and in applications for which one or more of the specifications set forth in the technical data sheets and product labels are specified.

EXTENDED OIL DRAIN INTERVALS:

Oil drain intervals may be extended beyond standard recommendations when supported by the Original Equipment Manufacturers (OEM) guidelines and verified through a qualified used oil analysis program. Any extension of oil drain intervals under this warranty must be based on documented oil analysis results demonstrating that the lubricant remains within acceptable performance parameters as defined by the OEM and industry standards. It is the responsibility of the equipment owner to retain all oil analysis reports and maintenance records supporting the extended intervals.

WHAT THIS LIMITED WARRANTY DOES NOT COVER:

- SCHAEFFER lubricants for which SCHAEFFER offers a separate, specific warranty.
- SCHAEFFER lubricants that are not (1) packaged by SCHAEFFER or an authorized SCHAEFFER packager, and (2) sold by SCHAEFFER or an authorized SCHAEFFER Dealer.
- SCHAEFFER lubricants that have been used in conjunction with any other product or additive that has not been authorized for use by SCHAEFFER.
- SCHAEFFER lubricants contaminated after leaving the SCHAEFFER facilities or premises. Examples include contamination due to improper handling, re-packaging, storage or filtration and contamination from dirty dispensing equipment.
- SCHAEFFER lubricants used in mechanically deficient equipment. Examples of mechanically deficient equipment include flawed or defective equipment due to abnormal operation, negligence, abuse, previous damage or improper modification, including use of components other than those from SCHAEFFER or SCHAEFFER aftermarket partners.
- Failure of equipment due to not following original equipment manufacturer (hereinafter, "OEM") recommendations for warranty coverage, including lubricants, maintenance and drain intervals, prior to the first installation of SCHAEFFER lubricants, or any other pre-existing condition or OEM defect unrelated to the use of SCHAEFFER lubricants.
- Repair or replacement of equipment because of normal wear.
- Failure of equipment when SCHAEFFER lubricants are not used in strict accordance with either the written recommendations of SCHAEFFER or the OEM for warranty coverage. The Consumer is solely responsible for determining a product's merchantability or fitness ("suitability") for a particular purpose

and assumes all risks and liabilities when used other than in strict accordance with either the written recommendations of SCHAEFFER or the OEM for warranty coverage.

- SCHAEFFER lubricants used in any manned aircraft or aviation application.
- SCHAEFFER lubricants that have been used for racing purposes.
- Any allegedly defective SCHAEFFER lubricant for which a reasonable sample has not been preserved.
- Damages if the Consumer does not send or make the parts requested available for inspection by SCHAEFFER or its insurer.

WHAT SCHAEFFER WILL DO TO CORRECT A COVERED DEFECT:

If the SCHAEFFER lubricant is defective in materials, design and workmanship, SCHAEFFER will (1) replace the defective lubricant; and (2) at the option and cost of SCHAEFFER, repair or replace components damaged by the defective SCHAEFFER lubricant. REPAIR OR REPLACEMENT, AS PROVIDED IN THIS PARAGRAPH, IS THE CONSUMER'S SOLE AND EXCLUSIVE REMEDY UNDER THIS LIMITED WARRANTY.

WHAT IS REQUIRED TO MAKE A CLAIM:

FOR RETAIL, ONLINE, OR CUSTOMERS WITHOUT A SALES REP:

- SCHAEFFER requires a three (3) ounce representative oil sample taken from the failed equipment. Such sample must be placed into a clean, dry container for warranty claims filed with SCHAEFFER.
- SCHAEFFER requires a three (3) ounce representative unused oil sample taken from the container and of the same batch as the oil used in the failed equipment. Such sample must be placed into a clean, dry container for warranty claims filed with SCHAEFFER.
- If there is engine damage and the vehicle is under warranty, file a warranty claim with the OEM. If the OEM denies the warranty claim, the Consumer must provide a written copy of the OEM's warranty denial if such denial is based on use of a SCHAEFFER lubricant.
- Notify SCHAEFFER immediately at (314 865-4100 ext. 779 and email a claim notice and the OEM denial to tech@Schaefferoil.com within 30 days of failure or alleged defect (or send by mail to SCHAEFFER MFG., ATTN: Product Technology, 2600 S. Broadway, St. Louis MO 63118
- Keep the failed parts for inspection by SCHAEFFER, unless given to the OEM.
- Ship via UPS or FedEx, at your expense, the following items to:
SCHAEFFER MFG., ATTN: Laboratory, 102 Barton St, St. Louis MO 63104
 - The new and used three (3) ounce representative oil samples (see above).
 - Documentation describing the make, model and year of equipment, total accumulated miles and/or hours and duty cycle or service environment.
 - Equipment or vehicle maintenance history documentation including miles or hours at the time of SCHAEFFER lubricant installation, general equipment repairs and oil analysis results if available.
 - Proof of purchase for SCHAEFFER lubricant (if available).
 - Batch number from oil container or Certificate of Analysis (if available).

- The OEM warranty denial, if applicable, and claim notice (if not previously provided).
- If your claim is approved, you will be reimbursed this shipping expense.

FOR CUSTOMERS WITH A SALES REP:

- SCHAEFFER requires a three (3) ounce representative oil sample taken from the failed equipment. Such sample must be placed into a clean, dry container for warranty claims filed with SCHAEFFER.
- SCHAEFFER requires a three (3) ounce representative unused oil sample taken from the container and of the same batch as the oil used in the failed equipment. Such sample must be placed into a clean, dry container for warranty claims filed with SCHAEFFER.
- If there is engine damage and the vehicle is under warranty, file a warranty claim with the OEM. If the OEM denies the warranty claim, the Consumer must provide a written copy of the OEM's warranty denial if such denial is based on use of a SCHAEFFER lubricant.
- Notify SCHAEFFER SALES REP immediately and work with them to submit a Customer Incident and the OEM denial in NetSuite within 30 days of failure or alleged defect
- Keep the failed parts for inspection by SCHAEFFER, unless given to the OEM.
- Ship via UPS or FedEx, at your expense, the following items to:
SCHAEFFER MFG., ATTN: Laboratory, 102 Barton St, St. Louis MO 63104
 - The new and used three (3) ounce representative oil samples (see above).
 - Documentation describing the make, model and year of equipment, total accumulated miles and/or hours and duty cycle or service environment.
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 - Proof of purchase for SCHAEFFER lubricant (if available).
 - Batch number from oil container or Certificate of Analysis (if available).
 - The OEM warranty denial, if applicable, and claim notice (if not previously provided).
- If your claim is approved, you will be reimbursed this shipping expense.

AFTER A CLAIM IS FILED:

- You must cooperate with the SCHAEFFER investigation of the claim and provide the information reasonably requested by SCHAEFFER.
- If your claim is paid by SCHAEFFER or its insurer, an attempt may be made by SCHAEFFER to recover those amounts from the OEM. If this occurs, you may be asked to provide further information pertaining to the failure and must cooperate with SCHAEFFER or its insurer in the recovery process.

LIMITATION OF LIABILITY:

THE LIABILITY OF SCHAEFFER ARISING OUT OF THE MANUFACTURE, SALE, DELIVERY, INSTALLATION, TECHNICAL DIRECTIONS OR RECOMMENDATION OF ANY LUBRICANT, WHETHER IN CONTRACT, TORT, WARRANTY OR OTHERWISE, SHALL NOT EXCEED THE VALUE OF THE EQUIPMENT IN WHICH THE PRODUCT(S) WERE USED. IN NO CASE SHALL SCHAEFFER BE LIABLE FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGE OR LOSS OF OTHER PROPERTY OR EQUIPMENT, LOSS OF PROFITS OR REVENUE, COST OF CAPITAL, BUSINESS INTERRUPTION, LODGING, TOWING OR COST OF REPLACEMENT EQUIPMENT. THE REMEDIES TO THE CONSUMER HEREIN ARE THE SOLE AND EXCLUSIVE REMEDIES. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU. ALL IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO ANY WARRANTY OF MERCHANTABILITY OR OF FITNESS FOR A PARTICULAR PURPOSE, ARE STRICTLY LIMITED TO THE DURATION OF THE EXPRESS WARRANTY APPLICABLE TO THE PRODUCTS AS STATED ABOVE. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

STATE LAWS AFFECTING THIS WARRANTY:

This warranty shall be governed, interpreted and construed by, and in accordance with, the laws of the State of Missouri in the United States of America. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY FROM STATE TO STATE.

SCHAEFFER MFG. IS THE SOLE AUTHOR OF THIS POLICY AND MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED, UNLESS A SEPARATE, SPECIFIC WARRANTY HAS BEEN WRITTEN.

CONTACTS:

SCHAEFFER MANUFACTURING COMPANY
2600 S Broadway
St. Louis, MO 63118

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