

Warranty

OTC products are warranted against defects in materials and workmanship for a period of one year. This warranty is limited to the original retail buyer and is not assignable or transferable. OTC warrants its product software, when correctly installed, to execute in material and workmanship (SPX does not warrant that the software will operate uninterrupted or error-free).

Most parts are warranted by the manufacturer, usually for 90 days from the date of purchase, unless specified otherwise. All warranties are included with your order.

Parts used for racing or competition are warranted against manufacturers' defects only. They are not warranted for wear or breakage under any circumstance.

If you are returning electrical parts for warranty consideration, please send us an [email](#) or contact us via [Live Chat](#) before shipping parts back. Our agents can help to determine if a warranty claim is valid and where the part needs to be sent. You can also call 1-800-230-3030 or 330-630-3030 to speak to a Customer Service representative.

Any part which, in our opinion, shows evidence of being used or installed contrary to manufacturer's instructions, and/or subjected to improper handling, packaging, or shipping by the customer will not be eligible for exchange, refund, or warranty consideration. We reserve the right to charge a restocking fee or refuse any exceptions.

We cannot accept returns on custom-ordered parts. Videos and software cannot be returned for a refund once opened.

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.