

CITGO Lubricants Warranty

CITGO Petroleum Corporation warrants that its lubricants (the "Product") meet the standards and specifications set forth on the Product, the packaging of the Product and the Product Information Sheets. In the event that the Product fails to conform with this warranty, CITGO shall be responsible for the reasonable costs of repairs for all damages, which are directly caused by such failure, provided the following steps are performed:

- Written notice of such failure is provided to CITGO within thirty (30) days of discovery of such failure or damages resulting therefrom. Notice should be sent to:

Product Manager, Fluids and Services
CITGO Petroleum Corporation
P.O. Box 3758
Tulsa, OK 74102

- A sample of the used Product from the failed equipment is preserved and is provided to CITGO as well as a sample of the unused Product, if the unused Product is available. CITGO reserves the right to examine the failed engine parts.
- The product was used in accordance with the operating instructions of the manufacturer of the equipment or vehicle.
- Documentation is available to show that the equipment has been maintained in a preventive maintenance program which meets the equipment manufacturer's recommendations.

CITGO is not responsible for any consequential or indirect damages. The foregoing warranty is exclusive and in lieu of all other warranties, whether written, oral or implied (including any warranty of merchantability or fitness for particular purpose).



www.citgo.com