

THE CASTROL® ENGINE WARRANTY PROGRAM

KEEP YOUR CUSTOMERS COMING BACK TO YOUR BUSINESS.

Ensuring your customers return to you is critical to your operations – and fundamental to your success. The Castrol Engine Warranty Program will drive customer retention without an added cost to your business. With Castrol's Engine Warranty Program, you can offer a free limited engine warranty covering an engine from oil-related mechanical failure or abnormal wear. You'll exceed your customer's expectations by offering them peace of mind for one of life's biggest investments.

The Castrol Engine Warranty Program brings customers back, helping you:

INCREASE PROFIT FROM LUBRICANTS

This Program requires consumers to maintain regular oil change intervals.

STRENGTHEN CUSTOMER LOYALTY

The Program helps increase customer loyalty by providing a limited engine warranty protecting the internally lubricated parts of the engine for up to 500,000 miles when Castrol products are used.

MULTIPLY TRADE-UP

Basic coverage term increases when customers use Castrol EDGE, Castrol GTX Magnatec and Castrol GTX High Mileage encouraging customers to trade-up and receive maximum protection for their vehicle.

BP Lubricants USA Inc reserves the right to change, modify or cancel this program and all related marketing materials at any time.

HELP INCREASE CUSTOMER LOYALTY AND SATISFACTION BY PROVIDING A LIMITED ENGINE WARRANTY.

The Castrol Engine Warranty Program offers a limited engine warranty protecting internally lubricated parts of the engine for up to 500,000 miles when Castrol products are used.

Consumers must meet these requirements in order to be eligible for the Program and for repairs to be covered:

- **Eligibility Requirements**

- > You have maintained your vehicle in accordance with OEM's recommendation for oil change service
- > Your vehicle is not subject to any exclusion as set forth in the Warranty Details
- > You own or lease a passenger car, van or light truck with a GVWR of 10,000 pounds or less
- > Your vehicle has been driven less than 125,000 miles and the vehicle is 6 years old or less
- > The vehicle has a valid inspection sticker in the states where inspections are mandatory and has no pre-existing conditions

- **Coverage Limits**

- > The time required to repair or replace the damaged part(s) x repair shop's posted hourly rate

- **Coverage Terms**

The Castrol Engine Warranty program covers your engine from oil-related mechanical failure or abnormal wear.

- > Install Castrol EDGE Extended Performance advanced full synthetic motor oil exclusively and you are eligible to be covered for 500,000 miles or 15 years*†
- > Install Castrol EDGE full synthetic motor oil exclusively and you are eligible to be covered for 350,000 miles or 15 years*†
- > Install Castrol GTX MAGNATEC motor oil or Castrol GTX High Mileage motor oil exclusively and you are eligible to be covered for 250,000 miles or 10 years*†
- > Install Castrol GTX motor oil or switch between GTX, GTX High Mileage, GTX MAGNATEC, EDGE and you are eligible to be covered for 150,000 miles or 8 years*†

Register for your Castrol Engine Warranty:
www.castrolenginewarranty.com

For more information, contact your Castrol Sales Representative.
Call 1.888.CASTROL or log onto www.castrolcustomer.com

* Refer to actual Warranty Certificate for complete details
† Whichever comes first

All Installers can participate – and it's easy to get your customers started.

Just follow these steps:

1. Order the Castrol Engine Warranty Program brochure from the Castrol Store.
2. Deliver the brochure to your customer's store.
3. Review the Program details with the customer.

Once enrolled, the consumer must get a Castrol oil change at the following recommended **intervals*** from an Installer location to maintain benefits

- Every 4 months or 4,000 miles for GTX
- Every 5 months or 5,000 miles for GTX High Mileage or GTX MAGNATEC
- Every 6 months or 6,000 miles for EDGE or EDGE EP
- Castrol will send an oil change reminder email, based on recommended intervals, to customers email

***Under no circumstances, however, shall the intervals between motor oil changes exceed the vehicle manufacturer's recommendations for drain intervals as specified in the Owner's Manual of the vehicle.**

The consumer must be able to provide receipts detailing the mileage, Castrol product used, and date of Castrol oil change if they file a claim. The brochure details additional requirements for filing a claim.



What happens next?

Upon completion of your online Warranty Registration, a PDF of your Castrol Engine Warranty will be generated. At this point you can print out your Castrol Engine Warranty or save it to your computer.

