

## The High Speed Lab™ Policies

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1. Important note: These policies and our prices are subject to change without notice. Additional policies can be found on our website. Payment of any kind indicates full agreement with all company policies.
2. We are open and our production is going. It is important to note that COVID-19 or similar health concern impact may unexpectedly affect the turnaround time-frame due to government policies, shipping and supply chain issues that are beyond our control.
3. Time-frames are not and never guaranteed, including orders with rush charges due to the nature of the service work.
4. Recently, prices for all services and products have been increased to address the rising supply costs, employment expenses and overall inflation. Prices wherever advertised are subject to change without notice. There has been a major adjustment needed to our service and parts pricing as our company has not had an overall price increase in many years. Replacement supercharger core costs have tripled or seen even more increase in cost, especially for the older Eaton superchargers. Some superchargers are becoming hard to find replacement cores for and are becoming rare and/or obsolete. In the future, we will be phasing the services for some of the older superchargers out as the parts become impossible to find. We recommend customers with superchargers from the Eaton M45 and M62 model lines use extra care as they become an antique and a diminishing resource.
5. Unforeseen Damage, revisions to Work Order and the value of the "Note in the box": All damage found in the supercharger is always the responsibility of the customer. There will be no discounts of any kind, for any reason, to anyone. This includes unforeseen damage that is discovered at any time during the service process. We will always make an effort to discover damaged components during the initial dis-assembly. Your description of the symptoms provided in the "Note in the box" will guide our search for issues to be addressed. Finding the more subtle damages in your supercharger during the initial dis-assembly is not always possible, nor is it guaranteed and changes to the Work Order, before or after payment is made can be necessary. This is unusual and we are as thorough as possible to avoid requiring additional payments from you and doing all the extra paperwork that goes along with revisions to the Work Order. These kind of revisions slow work in the shop so please realize these are just items to be addressed. We take revisions to the Work Order very seriously and would rather not have to make them. If we send you a revised Work Order, it is because the work is necessary. We often, but not always, send photos to show exactly what was found in the supercharger being serviced. These unforeseen damages can require services to repair stripped threaded

holes, bent shafts, key-way damage, pulley damage, cracked flanges, bent studs and more hard to identify items. We quote these repairs based on work hours to repair.

6. Time Frame Estimates, Shipping Quotes and Status Updates: Time frame estimates and Shipping quotes are subject to change. These are estimates based on the information we have at the time we are giving the quote. The same is true with Status Updates. If you call for Status Updates it will delay the services we are performing for you because we can not work while we talk with you on the phone. We work hard to honor the initial time estimate. This is not always possible. Machines break. Specialty vendors don't meet their delivery estimates and have work delays. Wrong parts get sent from vendors. And sometimes part just don't come in as promised. Time frames can not be guaranteed due to the many factors involved. We schedule work flow based on when each customer makes payment. The Payment Invoice will be sent when we can schedule your supercharger into the shop work list. If you send payment before a payment invoice is issued to you we can not guarantee that the amount you paid will be all that is due. See our policy about unforeseen damages. The payment invoice is sent and due before the supercharger will be checked into production, before it is ready to ship or just prior to sending components out for special / optional services. This avoids revisions and confusion. Your cooperation is appreciated and these policies are subject to change without notice. They are most importantly in place to make the work flow as smooth as possible and is to the benefit of everyone involved. Agreeing to our policies means you have waived the right to filling an item not received charge-back reason. This service work is made to order and cancellation is not agreed upon nor appropriate.
7. Time-frame for a core refund is not guaranteed as the return exchange policy is flexible with the time-frame to return the core. If you have any concerns about how soon you will receive a core refund or how much your core is worth it is recommend that you sell your core outright rather than return the core for a core refund. The core charge is used to replace the core. Core returns tend to occur just prior to major holidays and end of year as people clean out their shops. This is not helpful for budget or work flow. A core deposit refund is affected by core condition and may be retained in part or whole to cover the replacement or repair cost(s) of damaged core parts received in order to replace or repair parts provided. Core parts may be deemed unusable and of no value.
8. Payment Methods: After you approve the work order estimate, a payment invoice will be sent to your email. An administrative fee will be included on all invoices to provide for order management costs. Call if you need assistance using this payment invoice.
9. Checks and Money Orders should be made payable to: Wade Embree
10. Payment by check is preferable as a cost effective way to process order payments.
11. Accepted checks include:
  1. Business check
  2. Banking institution cashiers check
  3. Personal check
12. The check must clear prior to supercharger being scheduled for any service work to be performed.

13. Payment by United States Post Office Money Order(s) with a face value of less than \$500 must be made out to Wade Embree to be accepted. The money order(s) must clear prior to supercharger being scheduled for service work.
14. Payment can be made using a major credit or debit card such as, MasterCard, Visa, Discover, American Express with the links in the email. This payment method is easy to use and offers several payment-type choices. Credit/debit cards can be used to pay by phone or with an invoice(s). This method is subject to balance limits and policies related to fraudulent activities.
15. Collect on Delivery (COD) through the United States Postal Service is available for an additional fee. You pay the Post Master. They pay us. This method can lead to delays as the payment may take several business days to reach us and be cleared.
16. We will accept cash. A record of every transaction is maintained for the warranty coverage.
17. This work order is the service warranty receipt and should be kept with the supercharger's records and receipts. We reserve the right to refuse any method of payment that is suspect or does not comply with our company payment method policies.
18. You will need to provide a mobile phone photo of your driver's license or other government identification with the same name that is on the card. The billing address must also coincide with the Driver's License. Other official documents may be required if some information does not match. This is policy protects both the buyer/card holder and the seller/this shop.
19. You will need to provide a mobile phone photo of the first page of this work order with the signature that matches the provided identification.
20. You will need to provide a return shipping address that can be confirmed. We will not ship to an unconfirmed address in compliance with Buyer and Seller Protection account Policies.
21. Return Shipping Address Information: Customer, please confirm Return Shipping Address at the time of approval of this work order invoice to make sure your package goes where you need it to. When your package is being prepared for shipping you will be required to confirm the return shipping address. If the customer's address can not be confirmed, there may be delays in order shipping or temporary/permanent hold on order shipment, indefinitely without refund of order payments. Avoiding return address confirmation is not a method of order cancellation and will result in forfeitures by customer of any and all funds and components.
22. A tracking number will be provided by email at the time the label is produced and or shipping arrangements are made. This procedure will vary by carrier. Carrier will be determined at the time of shipment. Emails can arrive in spam folders and we are not responsible for customer's awareness of any emails. If we are unable to confirm the return shipping address, then the customer waives all rights to any charge-back procedures ever through any payment method used to make payment to us.
23. Once a tracking number is created for an order whether announce or unannounced, any order cancellations initiated by customer afterwards whether announced or unannounced will be considered attempted mail fraud and theft thus rendering all payments previously received 100% forfeit due to suspicious and possible criminal activities, including any attempt of

reversal of funds such as but not limited to invoice charge-back processes, debit/credit card cancellation procedures, contesting order based on delivery date, filing complaint that order was not received, bounced checks, and any other form of payment recall, etc.

24. This will also initiate seizure and forfeiture of any supercharger components currently in possession of this shop. Packages will be recalled and all items deemed forfeit with violation of this policy.
25. Customer's payment is agreeing to this fraud policy and waiving all rights to arbitration by the associated funds management transaction companies involved including but not limited to banks, credit card processing businesses and other monetary exchange companies such as PayPal, Square, Authorize.net and others not listed here.
26. If the customer would prefer to change the address at any point in the process, the customer can. However, the customer will need to directly contact us and confirm the address with us to be able to confirm that it is okay to ship to the address you provide. This is necessary because payment account buyer and seller protections must be followed for everyone's benefit.
27. By not providing picture ID you choose to willingly waive any charge-back financial option regardless of reasoning.
28. To change address will require the following waiver which will require a copy of the customer's Driver's License and a matching signature on this page of this document, all to be provided by email in order to provide an appropriate legal time/date stamp for confirmation of your intention. X \_\_\_\_\_ I, customer would like to use a return shipping address that is not already or can not be confirmed. And, or I am declining to provide picture ID, and I understand I am waiving my rights to conflict either by choosing to have the package shipped to an unsubstantiated address and/or declining to provide picture ID. I am providing a photo copy of my Driver's License and a signature to confirm my choice clearly without additional expectations.
29. Paying by any method automatically electronically signs this document and agrees to all company policies.
30. Fraudulent activity by two people acting as strangers but working together in collusion to steal has resulted in strengthened policies and procedures based on payment account policies. It is disappointing that we have to make honest folks do extra paperwork because of two jerks. Please work with us to make this easy. We will be reasonable but must be thoughtful to everyone's financial safety. Our payment account advised this would help protect against identity theft so we must take their procedural requirements very seriously.
31. Return Shipping Service Cost: The return shipping service cost is not included in the service or parts price(s), will be paid for by the customer and may be billed in a separate transaction. You can contact us for a shipping quote. Packaging charges are a separate cost from the return shipping service cost and will be charged as needed as a separate billable item along with the return shipping service cost.
32. Packaging costs are separate and will be included with all orders.

33. We will not use an account number belonging to someone else in order to purchase shipping labels.
34. Final Shipping Cost for Large Shipping Boxes: For superchargers requiring a box size of 24x12x12 or bigger: Actual final shipping cost will be determined once supercharger and all extra components can be weighed and fitted to over-sized box. Additional payment may be required if final shipping cost changes.
35. International Shipments: International Customers, please do not ask for a receipt to show Customs that has a price different than your actual receipt amount. Provide all documents that will be required for your return shipment to pass through your country's customs agency. We will include a copy of the final invoice and the original shipping documents. Anything else required will be provided to us by you before the supercharger ships. We will include a copy of the original documents to indicate the repair and return.
36. Custom's Documentation: Yes, we have shipped internationally previously and can help you properly prepare your customs paperwork to make sure they classify it as a Repair Return. You are not purchasing a new supercharger. Instead you are sending your supercharger from your country to the USA to have it repaired and then returned. The Repair Return classification for your shipment to the USA should not create customs charges because you are not purchasing anything new, instead you already own it and will be having it repaired and returned. Include this email in your customs documents on the package and this email will show your intention. CUSTOMS CATEGORY: REPAIR RETURN There should be no customs fees because this package will be classified under the customs category of repair return goods. You are not purchasing something new, instead you are having your used parts serviced by us and returned. Paperwork will be included on the outside of the box that will include a copy of the paid invoice showing clearly your purchase intentions. The right paperwork should help communicate this and will provide the documents showing the purchase details. We do not collect nor pay customs charges on behalf of customers.
37. Installation Sealer (if applicable): We recommend using Permatex Ultra Grey, Ultra Black or Permatex Anaerobic Gasket Maker (PX#51817 small tube or PX#51813 large tube) which is designed for Aluminum flanges, available at some auto parts stores. Do not get any sealer or any debris in the rotors during installation. Do not use too much sealer or it will squeeze out into the rotors which will damage the supercharger. Completely clean any old sealer off the surfaces you are connecting the supercharger to because leaving the old sealer on the flanges will distort the supercharger housing when bolted together and cause failure. Follow the instructions on the package of the sealer for best results.
38. Supercharger oil type (if applicable): The supercharger will be filled with 5W20 or similar Full Synthetic oil when you receive it. The seals are now upgraded to a double-lipped Viton which requires this quality and type of oil. It contains about 4-6 ounces. You can check it by removing the oil plug. The oil should be about level with the threads of the plug's hole depending on the orientation on your motor. It is a good idea to check it occasionally to make sure the snout has oil in it, at least around every 30,000 miles.
39. Supercharger Work Order Approval: This Supercharger Work Order must be approved before work can proceed. Outside services will not be started until approval is received. Payment may be required before some services will be performed as determined only by the Shop Foreman.

Approval of this Supercharger Work Order confirms acceptance of all company policies including but not limited to warranty and shipping policies. These policies are subject to change without prior notice. See the website for some policies not included here.

40. All warranty coverage is determined only by the Shop Foreman always.
41. This work order must be approved by customer and full payment made before supercharger will be return shipped. Please address all service process and policy related questions to staff prior to approval of this work order. When an order is changed after initial payment, the time-frame is not guaranteed. If a customer requests a portion of a supercharger to be used as is, that portion and any resulting failure is not covered by warranty as we can not warranty other people's work. There are times where an assembly is in condition to reuse and this choice is left to the customer. Additional charges will be included for change order services. Payment for change orders may require a secondary payment method that must clear prior to completion and shipment, such as check or money order.
42. Supercharger Warranty: The limited warranty is based solely and completely on the original return shipping date. The supercharger must be installed during the the warranty period to qualify for any warranty support. There is no accurate way to verify how many miles or hours the supercharger has operated and this is why the Warranty coverage is date based. We understand that sometimes the supercharger will sit before the motor is ready. It is your responsibility to start use of it. We recommend putting the unit into service within 30 days of receipt. Waiting even 6 months to begin use is discouraged because there are oiled/greased seals that can be damaged if the supercharger is allowed to sit for an extended period prior to use. Depending on environment it is stored in, the supercharger seals which are oiled and greased can dry out, over time without use the grease is squeezed out by the spring in the seal. A dry start will rip the seal lips off and is not covered by Warranty. We can repair this if it happens but it will be charged for due to neglect of the owner to use the serviced unit in a reasonable time-frame.
43. All policies are binding upon payment as payment acts as signature in agreement with all policies. Payment indicates Customer has read and approved the Supercharger Work Order and the company website including all its policies. Regardless of reason, no attorney or court fees will every be paid by any individual or company related supercharger service or refusal to service. We retain the right to refuse service. This policy has been put in place due to a single customer who was initially turned away for his demanding nature of his approach to working with us and unreasonable amount of administrative time they wanted from our staff. We will probably not need this policy but, this difficult individual highlighted the need to state clearly what is socially and professionally appropriate. If a customer files an erroneous claim with a payment processing company and it is found by us to be an inappropriate claim, that customer will be charged a fee depending upon the number of labor hours required to resolve the claim, any costs related to delays caused by inappropriate claim filings. These costs will be only determined by the Shop Foreman based on the amount of time it takes to recover from all the delays the distraction our other customers suffer. This includes accelerated shipping service costs, such as shipping any supercharger the week the claim is filed to customers unrelated to the complaint or transaction. This fee is intended to make up for the distraction of inappropriate nature for all the customers that are affected. All outstanding balances will affect warranty coverage and may only be resolved by the Shop Foreman. We are reasonable and always do our best. If there is a concern, we want to resolve it. Any and all outstanding balances must be

resolved prior to any warranty, return, refund, exchange agreement being reached. Policies and procedures are subject to change without notice. Sending a supercharger to this shop shows your intent to agree and comply with our policies and procedures. Approval of this Supercharger Work Order means you agree to follow all our procedures and policies as they are in place to make sure everything goes as smoothly as possible for everyone involved. When customers comply with our policies and procedures, the Shop performs at it's best. It is always easier to meet time-frame hopes when all customers are considerate and plan accordingly. When you call our shop and speak to someone realize that the person you are speaking with is capable of rebuilding a supercharger. We do not believe in building in extra overhead by employing a secretary or operator just to provide reassurance in the form status updates. Your supercharger needed service or you would not have sought us out. Please realize that we are few in number but highly skilled. This means that if a customer wants more than the appropriate number of status updates that customer is requesting an additional optional service and will incur an administrative fee. If a customer requires administrative support beyond normal procedures, they may be required to pay for the additional service they are requiring. This administrative fee will be assessed on a case by case basis and is not limited to additional cost related solely to the buyer's project. Any delays caused by excessive administrative demands including excessive status update requests by the buyer will be accompanied by an associated fee. This fee is to be determined by the Shop Foreman only. It is considered another one of the available custom supercharger services the buyer is requesting to complete the project, just as if it were an optional add-on service such as CNC porting or some other custom service. Avoiding this fee is easy if the supercharger customer has appropriate expectations and plans carefully. Our methods are necessary to keep all customer projects moving in the shop. We have and reserve the right to refuse service to anyone at anytime for any reason whether we will define why or not. Please use another shop if you plan to be difficult or in some way hope to be sneaky. We will not tolerate difficult buyers because historically these shady folks are up to something, something no good. This can affect our other, more reasonable customers who are working with us to get the supercharger repaired and a vehicle back on the road. Our business's primary goal is and must be to build a properly functioning supercharger. Idealized time-frame hopes and incessant need for reassurances are definitely secondary to the work. We are a superior company and will only work with like-minded customers. We appreciate your business. Thank You!!! For an expanded list of our policies and more helpful information please visit our website.