AISIN Europe Aftermarket Warranty Policy for 2019

This warranty policy applies to all AISIN Europe aftermarket products, hereinafter referred to as products, sold by AISIN Europe Aftermarket, hereinafter referred to as AISIN.

WARRANTY TERMS AND CONDITIONS

AISIN warrants that its products are free from defects in manufacturing, materials and design under intended use and services.

The obligation of AISIN for its aftermarket range of products under this warranty is limited to the reimbursement or replacement of products, which are deemed to have a material or design defect within 12 months from the date of purchase.

WARRANTY RETURNS TERMS AND CONDITIONS

1. Documentation: Warranty Request Form (attached) duly filled and supplied with reasonable quality photos of the parts under discussion
2. Your warranty request form must be sent to: quality@be.aisin-europe.com with a copy sent to your sales representative
3. AISIN undertake to investigate the warranty claim within one working week (5 days)
4. If considered necessary for technical analysis, AISIN may request for shipment of the parts under investigation, hence please keep parts available until your request is settled
5. Customers must arrange the shipment of products to AISIN at their own expense; in cases where the claim liability is accepted by AISIN, AISIN will reimburse the cost of any carriage charges associated with the shipment to AISIN for inspection. If the part return is needed, the return will done at AISIN’s expense if the claim liability is accepted otherwise the customer must bear this cost
6. The final part inspection and decision will be taken within two week (10 working days)
7. Upon completion of the warranty report, AISIN will retain the goods for a period of 30 days prior to disposal.
8. In cases where claims are accepted, the credit note will be applied to the customer's account within 30 days of acceptance of liability.
WARRANTY CLAIMS MAY NOT BE VALID UNDER THE FOLLOWING CIRCUMSTANCES

1. The flywheel was not replaced or resurfaced to the manufacturers' specifications
2. The products have been altered, improperly installed, damaged by accident, negligence, misapplication or misuse
3. Standard aftermarket range products which have been used for high performance or motorsport purposes
4. Submission of an incomplete warranty request form
5. Return of an incomplete clutch kit.

STATUTORY RIGHTS

Customer's statutory rights remain unaffected.

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