

## PARTS WARRANTY CLAIM FORM

(All info must be supplied to complete claim)

### JOB DETAILS

COMPANY NAME .....

CUSTOMER NAME .....

VEHICLE ..... REGO ..... YEAR .....

CHASSIS NO. ....

PART NO. .... AEP INV. NO. ....

PART DESCRIPTION .....

DATE FITTED ..... KMs FITTED .....

DATE FAILED ..... KMs FAILED .....

### YOU MUST SUPPLY THE FOLLOWING

- ☐ Video or audio evidence of the complaint in the event of a noise-related claim
- ☐ A copy of your invoice to the customer
- ☐ Scanned fault codes

### - FAILURE DESCRIPTION :

.....  
 .....  
 .....

NAME ..... SIGNED ..... DATE .....  
 (on behalf of Company)

NB: Both the part and the completed claim form must be received by us within 30 days of notifying us of the claim will be rejected.  
 Claim forms not filled in correctly or missing fault codes may be denied by the manufacturer.

### FOR AEP OFFICE USE ONLY:

Supplier Name: .....

Supply Date: .....

Supplier Invoice No.: .....

Date Sold to AEP Customer: .....



## All Euro Parts Limited (The “Seller”) - Parts Warranty Terms and Conditions

1. All Euro Parts Limited continuously strives to be a leader in the automotive parts industry.

Careful consideration has been given to the methods we employ when sourcing, purchasing, importing and shipping our parts for sale. This enables us to supply you with the highest quality OE and Aftermarket parts. Although uncommon, we accept that from time to time a part may be defective.

2. The Seller warrants to the Buyer that all parts are functional and fit for purpose for the following periods beginning from the date of sale noted on the invoice (not the date the part was fitted), subject to the terms and limitations set out below.

Genuine, OEM and Aftermarket Parts -12 Months or 20,000 kms whichever occurs first, unless a longer warranty period has been specified by the manufacturer.

### Limitations

3. Parts supplied free of charge are never covered by any warranty.

4. The Seller is not liable for the improper or incomplete installation of any part. To retain the warranty, safety and dependability of the part it is a requirement that it is correctly installed in a professional manner by a qualified installer and that the vehicle receives all the scheduled service and maintenance work at the recommended intervals contained in the owner's manual. The warranty will be void in the event of any damage due to an unprofessional or improper installation, negligence, alteration, accident, or improper use, including damage or failure caused to engines or transmissions by overheating.

5. The warranty will be voided if:

- the part is used for a vehicle in heavy commercial use such as a taxi.
- the vehicle odometer has been disconnected or the kilometer or mileage reading has been altered.
- the vehicle is used in any form of racing on or off track or in any other type of vehicle competition.
- the vehicle is operated at any time outside of New Zealand.

6. The following will not be covered by the warranty.

- the use of incorrect oil, lubricant and fluids as outlined in the handbook or manual. You must be able to provide proof that you have followed the vehicle manual or handbook recommendations. It is the Buyer's responsibility to replace all oil seals when fitting these parts.
  - any damage resulting from overheating, contamination, lack of or incorrect lubricant, inadequate or blocked transmission cooler or lines.
  - any damage caused by a turbocharger, supercharger or other such part which is not an approved part or accessory.
- any consequential damage or costs, loss of time, inconvenience, loss of the use of the vehicle, towage or any other economical loss.

### Process

7. In the event a part is found to be faulty the buyer should promptly notify the Seller prior to removal or disassembly. Photos must be provided by email of the vehicle's ODO, rego sticker and the parts in place before disassembly.

**NB: Both the part and the completed claim form must be received by us within 30 days of notifying us of the claim will be rejected. Claim forms not filled in correctly or missing fault codes may be denied by the manufacturer.**

8. It is the buyers responsibility to produce copies of the purchase invoice and any qualified installer maintenance and replacement parts receipts.

9. The Seller reserves the right under any warranty claim to remedy the situation in any manner at their discretion. The Seller may choose to supply a replacement part or repair the part or make a partial or total refund. If a part is found to be faulty the The Seller will negotiate with the part's manufacturer on behalf of The Buyer. The Seller must approve any repairs and/or claims for labour cost before the work is started. Any relevant labour rates will be worked out on factory flat rates and book times at a fixed rate of \$65.00 +Gst per hour paid by the manufacturer. This is subject to the factory technical inspection of the parts affected and may incur delays of up to 3 months due to shipping, customs and the use of specialised consultants.

10. A warranty claim can never exceed the invoice amount for the part.

11. In the event of serious damage, we may appoint an independent 3rd party to inspect damage prior to disassembly and repair. Failure to notify All Euro Parts prior to the repair in the event of serious damage may invalidate any warranty coverage.

12. This warranty does not limit any statutory rights the Buyer may otherwise have.