



## Motaquip Warranty (Terms and Conditions)

### 1. General

1.1 Motaquip branded products sold by Comline Auto Parts Ltd, its subsidiaries or by any Motaquip appointed sales distributor or agent are warranted to be free from manufacturing and material defects for a period of 36 months or 36,000 miles (60,000 km) from fitment (whichever comes first).

Service items\* such as filters and other items for which the replacement frequency is specified by the vehicle manufacturer must be changed at the vehicle manufacturer's specified service intervals. For example, if the vehicle manufacturer recommends a change of fuel filter every 12 months or 12,000 miles (20,000 km) then the Motaquip equivalent fuel filter is covered under the terms of this warranty for a period of 12 months or 12,000 miles (20,000 km) from fitment (whichever comes first).

Some '*wear and tear*' items have a natural limited life/durability and are therefore covered by different warranty terms. These items include (but are not restricted to) brake pads, brake discs and wiper blades. Such items are covered under warranty against material or manufacturing defects for the duration of their natural lifespan, or for 3 years (36,000 miles / 60,000 km), whichever comes first.

1.2 The system we operate is fair, reasonable and professional to ensure that, in the event of a problem with one of our products, you and your customer are treated fairly, promptly and professionally. This system also ensures that we receive important information which will allow us to improve our products.

1.3 Warranty starts on the day the part is fitted to the vehicle.

1.4 Motaquip does not operate a "No Quibble" warranty scheme. We take pride in the quality of all the parts we sell and if there is a problem we want to investigate and, if necessary, make improvements to the product. However, for Motaquip clutch kits, you have the choice of making a "No Quibble" claim providing you are not claiming labour. If a labour claim is included in the clutch kit warranty claim then it must follow our standard claim procedure.

### 2. Details

2.1 The Motaquip warranty is offered against manufacturing or material defects and the cost of all parts will be credited in the case of a valid claim. If labour is being claimed this will be considered and, if accepted, paid using ICME repair times as a base for the labour claim.

2.2 Our warranty applies to all parts correctly selected using the latest catalogues including electronic and third party catalogue systems approved by Motaquip. Parts must have been correctly installed by a recognised garage or workshop following the vehicle manufacturer's recommendations.

- 2.3 This warranty does not cover normal wear and tear, abuse, or use in an incorrect application. It also excludes use in taxis, private hire and courier delivery vehicles.
- 2.4 Motaquip reserves the right to reject claims when damage has resulted from incorrect application or fitment, abuse, use on a vehicle which has been modified from the vehicle manufacturer's standard specification, or uses such as motor sport, off road, taxi and courier delivery vehicles.
- 2.5 At our discretion we may decide to authorise a claim without inspecting the parts, but all parts must be retained for a period of 28 days from claim acceptance into our system.
- 2.6 Motaquip now operates a warranty audit system and you may be asked to return goods to us for inspection during this 28 day period.

### **3. Claim Submission**

- 3.1 To submit a warranty claim you must complete an online Warranty Claim Form available from our Customer Service Team. Upon submission of this form your claim will automatically be logged in our database and you will receive an automated email containing a unique Warranty Reference Number (WRN.) This is the reference number for your claim and should be used in all communications concerning the claim. This email will also contain a copy of the completed Warranty Claim Form.
- 3.2 Warranty returns must be accompanied by a printed copy of the completed Warranty Claim Form received in the automated email reference above (section 3.1). Returns for other reasons must be accompanied by a Goods Return Form. Returned goods will not be accepted or credited unless accompanied by the appropriate completed form. The WRN must be used as the reference in all communications and delivery information. The WRN must be clearly marked on all packaging and on the outer box. Failure to do this may result in a delay in claim processing.
- 3.3 Warranty parts must be returned in a clean and dry condition. For example an oil or fuel filter which has been fitted must be drained and sealed inside two sealed polythene bags. If returned goods are unnecessarily contaminated with oil or fuel the warranty claim will not be accepted and the parts will not be credited.

Heavy parts should be at the bottom of packages to avoid damage to other parts. To reduce carriage costs warranty parts may be returned with other items but they must be packaged separately and clearly identified with the senders account number and the Warranty Reference Number. The WRN must be clearly marked on the outer packaging.

Goods which are not of Motaquip production or have not been supplied by Motaquip or a Motaquip appointed sales distributor or agent cannot be accepted under our warranty system. If parts of this type are received you will be advised of this and the parts will be retained for 28 days awaiting your instruction, after which time they will be scrapped.

The Motaquip warranty does not cover vehicle recovery or transportation charges, storage costs, vehicle hire or any accommodation charges.

The warranty system is not to be used to return unwanted or overstocked parts. If you wish to return parts or be considered for a stock cleanse you must contact your Motaquip Sales Representative about a stock return.

We aim to process all warranty claims within 10 working days of the parts being received by the Motaquip Warranty Department. The majority of claims can be processed using the information you have supplied on the Warranty Claim Form, but occasionally you may be contacted to supply more information or it may be necessary to contact the repairer for information.

### **Motaquip Clutch Kits**

If no labour is being claimed you may submit a “No Quibble” warranty claim against a manufacturing defect on Motaquip Clutch Kits. “No Quibble” claims will be processed more quickly, as a less detailed inspection and investigation is carried out. If labour is being claimed the warranty claim will be treated in the normal way.

None of the above affects the statutory rights of the consumer.

\*Service items include all filters (air, oil, fuel and cabin/carbon) and motor oils.