

WARRANTY

All our customers are important to us. In order to resolve problems quickly and in a professional, efficient manner we have a procedure that must be adhered to. Failing to do so will result in unnecessary delays in processing of claims. Please remember that we are the manufacturer's representative and can only process the information. Ultimately warranty is a decision made by the product manufacturer.

Please inform us as soon as possible of any faults or failure within our product range that might occur.

General Warranty conditions:

- Only available to customer/owners who have completed a First Service Check, submitted to and recorded by BPW (applies to axles & suspensions only).
- All the costs, parts and labour, must be agreed in advance by the owner/workshop repairer and BPW TEF.
- A BPW TEF *Product Information Sheet* must be filled out with all relevant information and submitted to BPW TEF.
- Based on the Information Sheet and according to BPW Warranty Recommended Times for Repairs, an order number will be issued prior commencing of work.
- **No work will start without an order number being issued by BPW TEF.**
- All subsequent correspondence (invoices, credits, and returned parts) between Customer/Workshop and BPW TEF must have the BPW order number clearly stated.
- The customer/repairer workshop should provide an order number when ordering a replacement part from BPW or its agent. Parts will be credited if warranty is accepted and only if defective parts have been returned to BPW.
- All defective parts must be returned to BPW TEF, at the owner/repairer's expense, within 10 working days from the date of repair.
- A labour invoice with a copy of the *Product Information Sheet* must be returned to BPW TEF within 10 days from the date of repair.
- **NO WARRANTY WILL PROCEED UNTIL DEFECTIVE ITEMS ARE RETURNED TO BPW AND A LABOUR INVOICE IS RECEIVED**
- Items will be examined at BPW TEF and a decision will be made regarding the validity of the claim. In some cases it will be necessary to send the items back to the foreign supplier for further investigations.
- If for any reasons it is deemed not to be a valid claim, the reasons for rejection will be given in writing.
- If the claim is accepted, the parts ordered by customer/repairer to rectify fault, will be credited.
- If the warranty is rejected and the owner/repairer wants the faulty parts back, it will be returned at the owner's expense.
- All the repairs must be done in a BPW Recommended Service Provider workshop. Contact your BPW representative for details of a workshop in your area.