

Warranty Terms and Conditions



Objective

The objective of the below warranty policy is to outline and define the way in which warranty claims are returned to Remy by the customer for analysis and processing.

Scope

These warranty terms and conditions apply for Remy Aftermarket business segment only. That includes Rotating Electrics and Multiline products.

As of October 2016, Remy can offer a choice of brand types of differing warranty coverage and conditions. The warranty time period starts from the product fitment date by the end user.

Remy Branding & Warranty Coverage - for Light Duty

- **GOLD BRAND**
5 years warranty coverage
- **REMAN BRAND**
3 years warranty coverage
- **SMART BRAND**
2 year warranty coverage
- **Remy supplied private branded product remains 2 years warranty coverage**

Limitations

100.000 km (60,000 miles) limit for commercial use. It must always be applied to commercial light duty applications.

Remy Branding & Warranty Coverage - for Heavy Duty

- **GOLD BRAND**
2 years warranty coverage
with 200.000 km limitation
- **REMAN BRAND**
2 years warranty coverage
with 150.000 km limitation
- **SMART BRAND**
1 year warranty coverage
with 100.000 km limitation

Remy Branding & Warranty Coverage - for Brake Calipers

- **GOLD BRAND**
2 years warranty coverage
- **REMAN BRAND**
2 years warranty coverage
- **SMART BRAND**
1 year warranty coverage
- **Remy supplied private branded product remains 2 years warranty coverage**

Limitations

100.000 km (60,000 miles) limit for commercial use. It must always be applied to commercial light duty applications.

Remy Branding & Warranty Coverage - for Steering Products

- **REMAN BRAND**
2 years warranty coverage

Limitations

100.000 km (60,000 miles) limit for commercial use. It must always be applied to commercial light duty applications.

1.

Non-Warrantable:

Warranty claim rejection reasons include, but not limited to are stated below:

- Unit is not supplied by Remy
- Unit is out of the warranty coverage
- Unit is damaged (mechanical and/or electrical), modified, disassembled or tampered by customer
- Contamination/corrosion that has affected the function of the unit
- Incomplete unit returned (unit has parts missing)
- Miss-application
- Accident damage

Warranty investigation will not continue if any violation of the above criteria.

Note: All warranty claims must be returned with the appropriate Remy paperwork to support detailed investigation. A warranty claim form must be completed (In full) with all of the vehicle/claim detail and as much information as possible relating to the reported failure.

Mandatory fields are:

- Professional installer business name, address, tel number
- Remy pn, make-model-year
- Explanation of defect
- Date of installation and removal, mileage at installation date & removal date
- Vehicle registration number – VIN number (where it is applicable)
- Signature of installer and copy of the original invoice of the sale to the customer

2.

Warrantable:

Product failed due to manufactures defect or workmanship within the established warranty coverage.

Accepted and agreed warranty cost:

Remy will reimburse warranty cost for each and every accepted warranty case according to the following scheme:

- Agreed unit price
- Agreed unit core surcharge

Contingency/Labour claims, and additional costs will be investigated and considered on an individual basis. Removal and refitting costs are reimbursed in accordance with the Autodata/ICME guidelines.

Remy will be not liable for incidental or consequential damages, telephone calls, loss of time, inconveniences, commercial loss, etc.

In a case where the Remy part has caused damage to additional external components, then these parts must be returned with the warranty unit and claim costs to assist with the analysis and investigation (Batteries excluded). If the additional parts cannot be supplied, then photographic evidence will be the minimum requirement. Failure to do this could invalidate the labour claim.

Warranty analysis response time

Upon receiving your warranty claim/s at our Remy Aftermarket Warranty Centre, we endeavour to process all claims within a period of 10 working days from receipt of the part. In the case of a labour claim being submitted, due to the detailed analysis required, this could possibly take additional time to process the technical investigation.

Rejected warranty claim

If the warranty claim is rejected then the customer should be contacted for further instructions with respect to the rejected warranty unit route unless Remy has a warranty agreement with the customer.

If the customer requests the unit back then no credit will be issued. Every rejected warranty unit should be reported to the customer with a detailed inspection report describing the reason for rejection. If the customer doesn't request the unit back, then core surcharge value will be credited to the customer.

Note: Please contact your local sales representative if you have any questions or requests.