

Warranty guidelines of GKN Service Austria GmbH

A case of warranty can only be processed if the following conditions are met:

1. Any complaint submitted to us must be accompanied by a duly completed warranty claim form. Warranty claims may be rejected without technical examination if important information is missing, is not verifiable on the basis of documentary evidence or does not correspond to the facts. In this case, any subsequently submitted evidence or corrections shall no longer be taken into account.
2. The warranty claim form is to be submitted immediately of the occurrence of a damage event together with the contested part.
3. Defective goods are to be sent to us directly.
4. Dismantling and installation costs are remunerated according to manufacturer's instructions and/or recognised data suppliers upon production of the original invoice at the price valid on the date of breakdown. The hourly rate is remunerated up to an amount of EUR 45,- per hour.
5. If the damage is repaired by the initial installation workshop itself, repair costs are charged based on cost itemisation.
6. The initial installation invoice to be provided must be issued to the end customer and be defined as such.
7. Any credit amounts that were granted in advance may be reimbursed following the rejection of the manufacturer.
8. Warranty claims expire within 24 months from the date of invoice of the supplied part.
9. Towing costs are reimbursed up to the nearest workshop, yet to a maximum of €100,-.
10. In the case of a complaint concerning power steering pumps and hydraulic power steering systems, proof of rinsing of the complete system must be furnished (initial installation invoice), failing which power steering pumps and/or power steering systems will be rejected without further examination.

Note for power steering pumps and power steering systems:

A test is always carried out by the manufacturer. Depending on the extent of the damage, testing times may be extended as a result. For this reason, please note that we cannot indicate definitive testing times.

We satisfy warranty claims by, at our option, either repairing the supplied goods or issuing a credit note.

Warranty claims expire if

- a1. The delivery item is modified as a result of third party intervention or by using parts of third party origin, or
- a2. Legal requirements or assembly, maintenance or handling instructions issued by our manufacturers are not observed, or
- a3. The condition of the delivery item can be attributed to natural wear, or
- a4. The defect is caused by improper assembly, incorrect handling or inadequate maintenance, or
- a5. The defect was noticeable at the time of purchase or before installation.

As of May 2011.