



DISTRIBUTORS LTD



WARRANTY POLICY – 50DN COMPLETE UNITS & MAJOR COMPONENT PARTS

Elreg Manufactured Stators – New & Reman:

- Warranted to be free from defects caused by faulty materials or poor workmanship for **six months** from **date of installation**. Vehicle information needs to be provided – bus identification, date installed, date removed, mileage installed, mileage removed.
- If it is deemed that the failure of the product may be as a result of incorrect installation, misuse, negligence, customer damage, an accident, or modifications the warranty will be void.

Major Component Parts – Rotors, Bearings, Housings, Diodes, etc.:

- Warranted to be free from defects caused by faulty materials or poor workmanship for **six months** from **date of installation**. Vehicle information needs to be provided – bus identification, date installed, date removed, mileage installed, mileage removed.
- If it is deemed that the failure of the product may be as a result of incorrect installation, misuse, negligence, customer damage, an accident, or modifications the warranty will be void.

Elreg 50DN Units:

- Warranted to be free from defects caused by faulty materials or poor workmanship for 6 months from **date of installation**. Vehicle information needs to be provided – bus identification #, date installed, date removed, mileage installed, mileage removed.
- If the unit fails within 6 months from date of installation, it needs to be returned to Elreg, at the customer's expense, for a thorough evaluation.
- If at the end of the evaluation it is determined that the unit failed as a result of faulty materials, faulty parts, or poor workmanship, it will be repaired and returned to the customer at no expense to the customer.
- If at the end of the evaluation it is determined that the failure of the unit may be as a result of incorrect installation, misuse, negligence, customer damage, an accident, or modifications, the warranty will be void. Elreg will then determine if the unit can be repaired and quote the cost of doing so to the customer. The customer can then direct Elreg as to what should be done with the unit (Repair, dispose of, return).

OEM Delco-Remy Units & Stators – New & Reman:

- The warranty can vary depending on whether it is a component part or unit and whether an OEM or aftermarket application. Please consult with Elreg at time of purchase for details.
- In addition to following the 'Product Return' procedure outlined below, the appropriate Delco-Remy documentation needs to be completed in its entirety and supplied with the product being returned under the warranty claim.
- Upon approval of the warranty claim by Delco-Remy, a replacement unit will be provided.
- If Delco-Remy declines the warranty, the defective unit (core) will be made available to return to the customer at the customer's expense and the warranty claim will be void.

Elreg assumes no liability for damage or expenses caused by or related to the failure of a product. Loss of time, inconvenience, loss of use of equipment or other consequential damages are not the responsibility of Elreg.

ALL PRODUCT RETURNS

- An RMA form and number must be obtained prior to the return of any product
- Only items approved for return on the RMA will be accepted and processed.
- Product returns are to be shipped prepaid. No collect shipments will be accepted.
- A 20% re-stocking fee will be charged on any new product returns, unless previous arrangements have been made.
- Authorization to return goods must be requested within 30 days from date of purchase.

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