



DISTRIBUTORS LTD



## WARRANTY POLICY – ALL PRODUCTS EXCLUDING 50DN UNITS & MAJOR COMPONENT PARTS

### Elreg Component Parts:

- All products sold, that are not classified as OEM and are otherwise classified as ‘aftermarket’, are warranted to be free from defects caused by faulty materials or poor workmanship for 90 days from **date of purchase**.
- 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 Motors, Alternators, Starters:

- All products sold that are not OEM and are otherwise classified as ‘aftermarket’, are warranted to be free from defects caused by faulty materials or poor workmanship for 1 year from **date of purchase**.
- If the unit fails within 1 year, 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 replaced or repaired (in the event it is a minor problem) and shipped to the customer at no charge.
- 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 Component Parts, Motors, Alternators, Starters:

- The appropriate documentation needs to be completed in its entirety for the respective OEM and needs to be shipped with the product being returned under the warranty claim.
- Upon approval of the warranty claim by the OEM, either a replacement unit will be provided or credit cut for the purchase value of the product.
- If the OEM manufacturer 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 OEM Product Lines Consist of:

*Delco-Remy America  
Bosch*

*Leece-Neville  
MP Pumps*

*C.E.Niehoff  
Iskra*

*Ametek/Prestolite*

**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.**

## 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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