



Warranty form Parts Benelux

Warranty number: _____

Provided by IPAR

This form must be completed by the customer

* Mandatory input fields (see below)

Vehicle data

License plate number* _____
VIN number* _____
Make _____
Model _____
Odometer reading assembly* _____
Odometer reading disassembly* _____
Date assembly* _____
Date disassembly* _____

Warranty application

Date application* _____
Date of purchase at IPAR* _____
Order number at IPAR* _____

Article data

Number of articles* _____
Article number* _____
Article description* _____

Malfunction/Complaint description* *see point 3 in the warranty conditions*

Diagnosis of the cause* *see point 3 and 4 in the warranty conditions*

Solution/Cure* *see point 3 in the warranty conditions*

Disclaimer*

- ☐ The customer is aware of the warranty conditions (see overleaf)
- ☐ All mandatory and relevant appendices have been added (see overleaf point 4)
- Items with a net purchase value below €15 are not eligible for a warranty assessment.
 - Only warranty form where all required fields are filled in will be processed.
 - Warranty forms must be submitted within 14 days of the repair date.

Return goods after receiving our warranty number, including the warranty form with warranty number to:

**IPAR - t.a.v. afdeling retouren
's-Gravelandseweg 379
3125 BJ Schiedam**

Shipments without a warranty number will not be processed.

**Mail the warranty forms (and any appendices) in pdf to info@ipar.nl,
quoting "Warranty Request".**

Warranty conditions Parts Benelux

1) Definition of Warranty

Warranty applies to material and manufacturing errors to the delivered item. Validity and duration of the warranty starts on the date of assembly of the item. The manufacturer's warranty period is used. Granting a possible longer term is at the sole discretion of IPAR. The IPAR exclusive brands Optimal, Anschler, Eicher, ERA, Hitec, HP +, Messmer, Neglin, Nipparts, Romax Original, Starline, Transmech, Turbojetzt and Q-drive have a warranty period of 3 years (Romax DPF max.100.000 km).

2) Conditions

If demonstrable sound diagnosis (see 3) of the repairer proves that there is a material and / or manufacturing error in the delivered item, the customer has the option to make a warranty application. This warranty application can only be processed if it is complete, that is, provided with all requested information and required appendices (see 4).

3) demonstrable sound diagnosis

If a repairer invokes the warranty of the purchased item, the following must be stated with the warranty application:

- A clear description of the customer's complaint (end user).
- Diagnosis of the cause: who made the diagnosis and a description of the steps taken to arrive at the diagnosis. Which work instructions have been followed?
- Solution/Cure: the repair needed to resolve the customer's complaint.

4) Mandatory appendices

In order to process the warranty application, these mandatory appendices must be enclosed:

- A copy of the registration certificate.
- All relevant test data, test reports and checklists such as four-gas test report, alignment report, diagnose checklist roetfilters (DPF)*, catalyst checklist *, error code explanation/definitions.
- Copy of customer invoice of the initial assembly /repair of the repairer with:
 - Date;
 - Licence plate number and/or VIN number;
 - Odometer reading;
 - Work performed and parts installed..
- Copy of the repairer's warranty repair invoice with:
 - Date;
 - Licence plate number and/or VIN number;
 - Odometer reading;
 - Work performed and parts installed..

5) Exclusions

Warranty on items is not applicable in any case in case of:

- Incorrect or incomplete diagnosis;
- Item installed incorrectly or not in accordance with manufacturer's instructions/manual;
- Wrong item installed;
- Defects to items as a result of normal wear and tear;
- Defects to items as a result of external causes;
- Defects to items as a result of overdue maintenance of the vehicle;
- Defects to items as a result of adjustment or tuning of the vehicle;
- Defects to items as a result of the use of incorrect liquids;
- Defects to items as a result of storage or transport;
- Defects to items as a result of incorrect and/or improper use of the vehicle.

6) Glossary and examples

- Material and manufacturing errors:
 - Material errors are defects in the item or its component resulting from an incorrect choice of materials, as a result of which the item or its component does not meet the manufacturer's specifications;
 - Manufacturing errors are defects that have arisen during the production process of the item.
- Incorrect or incomplete diagnosis: diagnosis on the vehicle that did not fully resolve the customer's complaint.
- External causes : for example corrosion / oxidation, chemical action, frost, fire and (collision) damage.
- Tuning: all modifications to the vehicle (both optically and technically) that exceed the limits of the vehicle's type approval/homologation.
- Incorrect liquids: all oils, liquids and fuels that should not be used in the vehicle according to the manufacturer's specifications.
- Incorrect and/or improper use: Injudicious use of the vehicle, for example overloading or neglect. Use for other purposes than those intended by the manufacturer, for example participation in races, competitions and off-road driving.