



WARRANTY CLAIM FORM

- **Either the reseller or the mechanic must contact Partswise for a Return Authority Number (RAN), before sending the part for inspection.**
- If a customer is seeking labour reimbursement, a Tax Invoice from the mechanic (**billed to Partswise**) itemising hours spent is required. See below for terms & conditions.
- All goods must be packed and returned to your place of purchase with this completed claim form and any associated documents. Also email the form to **warrantyclaims@partswise.com.au**
- It is the resellers' responsibility to return the goods to Partswise for evaluation (including any freight costs).

RETURN AUTHORITY NUMBER (RAN):

RESELLERS' DETAILS:

Company Name: _____

Street Address: _____

City: _____ State: _____ P/Code: _____ Phone: _____

Partswise Invoice Number: _____ Part Number(s) for warranty: _____

MECHANIC DETAILS (Must be filled in for warranty to be accepted):

Business Name: _____ ABN: _____

Contact Person: _____ Email Address: _____

Address: _____ Phone Number: _____

Bank Account Name: _____

BSB: _____ Account Number: _____ (for claim payments)

VEHICLE DETAILS:

Make: _____ Model: _____ Year: _____

WARRANTY DETAILS (Must be filled in for warranty to be accepted):

Date fitted: _____ Odometer when fitted: _____ Date failed: _____ Odometer when failed: _____

Description of issue : _____

Brake fluid brand used: _____

TERMS & CONDITIONS:

- No claims accepted outside our (from date of invoice) warranty period.
- New Disc Brake Calipers – 5 year material and production defects only
- Remanufactured Disc Brake Calipers – 5 year material and production defects only
- Remanufactured Master cylinders, wheel cylinders, slave cylinders - 12 months warranty
- Remanufactured Booster – 12 months warranty
- New Brake Boosters and brake hydraulics – 12 months warranty
- Partswise reserve the right to reject any claim based on incorrect fitment and usage.
- Goods must be returned within 30 days of contacting Partswise for Return Authority Number.
- Warranty claims will be not be issued until the said goods have been tested and deemed faulty by Partswise.
- Partswise will not pay any claim for goods repaired by the mechanic.
- Partswise will reimburse labour to a maximum of \$70/hour based on fair and reasonable standard times.

All warranty claims which are rejected by Partswise will be held at our workshop for a 30 day period. Should the customer wish to arrange collection of the goods, please contact Partswise.

Email warrantyclaims@partswise.com.au
22 Telford Drive, Shepparton VIC 3630

www.partswise.com.au