



Warranty Department

How to submit Warranty Claims

Engine Australia Warranty Department



A technical section of Customer Service, we are in direct contact with product development and management, customers and suppliers and we are continually striving to increase product quality and customer satisfaction.

Contact:

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Warranty Claims

A **warranty claim** is a claim on a part/s that have been **fitted and operational** for a period of time or a part that a mechanic/technician has tried to fit in a vehicle or engine.

Any claim on **new parts** is not a warranty claim. It is a **quality claim**, to be returned as a **credit return**.

We offer a minimum 12 months Unlimited Kilometre Warranty cover on most of the Engine Australia new product range. Some manufacturer's warranties are less and some more. Full details of our Warranty is available to be downloaded or printed from the Warranty section on our website www.engineaustralia.com.au or by fax upon request.

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Submitting a Warranty Claim

1. Return allegedly faulty parts.

- Return to Dalby, Queensland, Australia, properly packed and clearly marked: “WARRANTY PARTS” and “Warranty Claims Department”.
- Shipping is at customer’s expense.
- No prior communication is required if all paperwork has been completed.
- A detailed copy of our WARRANTY CLAIM PROCEDURE is available to be downloaded or printed from the Warranty section on our website www.engineaustralia.com.au or by fax upon request.

Submitting a Warranty Claim

3. Copy of detailed (pro-forma) invoice.

- Detailed invoices related to claimed additional costs have to be returned together with the parts and the fully completed “Warranty Claim” form.
- Additional costs can not be claimed after we have accepted the claim.

Handling your Warranty Claim

- We investigate claims to determine the cause of failure.
- Parts are investigated in Dalby or, if necessary, at our supplier's laboratory.
- Reply normally within 6 weeks. When an overseas supplier is involved, in excess of 16 weeks is possible.
- Update on investigation or investigation report can be communicated by phone, mail, e-mail or fax.
- When cause of failure is related to the quality of the supplied part, action is taken to avoid re-occurrence.

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If we have accepted your Warranty Claim

- We inform you by letter that we have accepted your claim and what will be refunded.
 - A credit note or cheque is issued to refund the part/s and additional costs if applicable.
 - Additional costs are the costs to put the vehicle/engine into the same condition as prior to the failure in the most cost effective manner. We do not refund service items like: oil, coolant, filters, plugs, ... Accommodation, travel, towing costs, replacement vehicles costs, down-time and loss-of-income are not covered by our warranty and are therefore not refundable.
 - Additional costs cannot be claimed after acceptance of claim.
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If we have rejected your Warranty Claim

- We inform you by mail that we rejected your claim and for what reason.
- We usually issue an in-depth investigation report with possible causes and may supply technical advice to avoid re-occurrence in the future.
- Parts relating to a claim will be held for 60 days from the date of issue of the report. Following that time, they may be disposed of. If you require the parts, please request their return and they will be returned at our expense.

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What *not* to do

Do **not** submit a Warranty Claim without returning the allegedly faulty part/s.

:- We are unable to investigate and will reject your claim.

Do **not** submit a Warranty Claim without returning a **fully completed** Warranty Claim form.

:- We are unable to investigate and will reject your claim.

Do **not** claim extra costs without a **detailed copy** of a (pro-forma) invoice.

:- In no circumstances will further additional costs be accepted after the initial acceptance of your claim.

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