



AUTOMOTIVE PRODUCTS OF EXCELLENCE  
SINCE 1946

## Warranty Repair Procedure

**In the event of a possible Warranty claim, the following steps must be taken:**

1. Immediately the end user should contact the agent who supplied the remanufactured unit giving the following information:
  - a. Unit reference number
  - b. Part number
  - c. Make and model of vehicle
  - d. Date remanufactured unit purchased
  - e. Mileage of vehicle when remanufactured unit was first fitted
  - f. Current mileage of vehicle
  - g. Details of complaint
2. If the end user is unable to contact the agent who supplied the unit they may contact Ivor Searle Ltd directly with the information in point 1.
3. The vehicle must be delivered, at owners expense, to a mutually agreed repairer. No repairs may be undertaken until the costs and method of repair have been agreed with Ivor Searle Ltd.
4. Ivor Searle Ltd. will then issue a warranty repair number in order to authorise the necessary repairs or replacement at the agreed costs. No invoices will be accepted for payment without a warranty repair number.
5. Ivor Searle Ltd. reserves the right to provide any necessary repair parts. All faulty or damaged parts removed under the terms of this warranty shall become the property of Ivor Searle Ltd. and must be returned.



**acfo**

The Premier Organisation for Fleet Operators

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Certificate Number 11539  
ISO 9001



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## Warranty Certificate

**All remanufactured units are supplied with a 12 month unlimited mileage guarantee against faulty workmanship and defective materials.**

The warranty incorporates all reasonable labour and material charges involved in the replacement or rectification of a defective or faulty product.

Warranty is subject to the following conditions:

- The product which is the subject of the warranty claim, has been fitted in the type of vehicle originally specified for and is used in a standard application.
- Modification, alterations or attempted unauthorised repair will invalidate the warranty.
- This warranty does not extend to cover defects, damage or breakdown caused by, or arising out of misuse, neglect, accident, competition, race or speed trials. Nor as a result of an ancillary parts failure eg radiator, coolant hoses, thermostat, fuel system etc.
- Warranty does not cover vehicle recovery, towing, redelivery or any consequential costs arising from a claim.
- Throughout the duration of this warranty the vehicle should be serviced in accordance with the manufacturers' recommendations.
- If the product is replaced under the terms of the warranty agreement then the replacement unit will have the balance of the original 12 month's guarantee.

All warranty claims should follow our warranty repair procedures; these are detailed overleaf and in all our warranty booklets and are available separately.



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