

PLEASE PHOTOCOPY AND RETURN THIS COMPLETED PAGE AND RETURN WITH GOODS TO
CoolDrive Auto Parts, 22-28 Lexton Road, Box Hill, Victoria. 3128

PRODUCT RETURN AND WARRANTY CLAIM FORM

Company Name: _____

Address: _____

State: _____ Postcode: _____

Customer Name: _____ Contact Telephone: () _____ Mobile: _____

Part No. (refer to your CoolDrive invoice or catalogue): _____

CoolDrive Invoice No: _____ Customer Return No: _____ Date Sold to Your Customer: _____

Vehicle Make: _____ Vehicle Model: _____

Year of Production: _____ Engine Capacity: _____

Fault Description: _____

What type of repair did you attempt: _____

Name of Returning Officer: _____ Signature: _____ Date: _____

In case your claim is rejected, shall we return component we have received to you at your expense? Yes No

CoolDrive Auto Parts ABN 29 005 378 727 (hereafter referred to as CoolDrive) prides itself on providing quality products to the Australian automotive aftermarket industry. In the event of component failure, goods must be returned to CoolDrive for inspection. All Engine Management products are covered for material or manufacturing defects when used for their designated purpose, for a period of 12 months or 20,000 km or whichever comes first from date of fitment.

Warranty claims will be forfeited if the item supplied is modified or incorrectly installed as per its designed use. The guarantee also ceases if the applicable handling and assembly specifications are not complied with. The guarantee excludes normal wear and damage caused by improper handling.

The customer will need to return the faulty parts to CoolDrive along with the completed form below.

One completed form must accompany each item returned.

Please ensure all fields of this return form are completed in full in block capitals with accurate detail to ensure your return claim is processed as quickly as possible.

This form must be completed and returned to CoolDrive with the component within 30 days of the failure so that we can objectively assess the damage you discovered. CoolDrive also requires a proof of purchase for all parts as well as a detailed description of the nature of the problem.

NOTE: Component warranty will be void if:

- Misdiagnosis of another faulty component has led to the failure of the new unit supplied.
- Component was fitted to a vehicle not specified by CoolDrive.
- Component has physical damage, not present at the time of sale.
- Component displays evidence of damage due to a wiring fault within the vehicle.

Return freight of faulty item to CoolDrive is at customer's expense. Once processed and approved any faulty or damaged goods will be refunded in full within 30 days of receipt.

Please contact CoolDrive for any further warranty and service request information on 03 9896 7301 or email: warranty@cooldrive.com.au