

National's 2 Year Warranty Statement

Our Clutch 'Labour' Guarantee

1.0 Warranty Period

1.1 Our clutch components are guaranteed for 2 years or 20,000 miles (32,000 k.) from fitment, whichever is sooner.

2.0 Our Guarantee

2.1 Our warranty covers material or manufacturing defects within the warranty period. We will credit the cost of the clutch component, and reimburse towards labour fitting costs at an agreed labour rate (using Autodata vehicle repair times).

3.0 Online Warranty Portal Claim

3.1 To access this portal, simply log-on to your account at <https://portal.national-auto.co.uk>

3.2 Registering a claim will automatically generate a unique warranty reference i.e. **A0003-0002-0001**

(A0003 : Customer account No. / 0002 : Depot No. / 0001 : Warranty No.)

Please use this reference for any communications regarding the claim.

3.3 Print your unique warranty form and return it with the warranty. Warranty returns must be accompanied by a printed customer warranty return form which states your unique warranty information (the print option is available from the warranty record screen).

3.4 After inspection, any units not found to be defective in material or manufacture will be rejected and a warranty report provided. The report will occasionally include photos, inspection machinery reports and technical bulletins as supporting documentation.

3.5 The component would be retained for 28 days awaiting instruction, after which time, they would be scrapped. All returns are at customers cost, unless delivery with normal stock is requested.

4.0 Warranty Inspection

4.1 To submit a labour claim, an online warranty record must be generated.

4.2 To access National Autoparts warranty portal, simply log into your account and complete the relevant claim details to generate your unique warranty reference.

5.0 Warranty Terms & Conditions

5.1 All clutch labour claims must be returned for inspection and testing purposes.

5.2 The hourly labour rate is calculated as part of our overall warranty package and will not necessarily be comparative with other labour rates or claimed rates of labour.

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- 5.3 We will only reimburse toward fitting charges. Our guarantee does not cover any other charges, or additional costs.
- 5.4 Under no circumstances would fitting charges be allowed if claims are received after the goods have already been returned, or credited against our 'No Quibble' guarantee.
- 5.5 Our warranty applies to all clutch components selected using the latest catalogues (including electronic and third party catalogue systems authorised by National to carry our data), or selected using a cross reference supplied by National.
- 5.6 Products must be fitted in a recognised garage or workshop, according to the vehicle manufacturer's specification.
- 5.7 SMF Service kits. These kits are National designed & manufactured to our own specification to ensure optimal performance. We reserve the right to reject any returns fitted with a competitor's product.
- 5.8 We reserve the right to reject claims when damage has occurred through incorrect fitment, handling, misuse, abuse, contamination by oil or grease, vehicle modification from original specification or any form of racing activity which can be considered outside of normal road use.
- 5.9 Rejected labour claim units do not qualify under the 'No Quibble' Guarantee.
- 5.10 We reserve the right to amend these warranty terms and conditions at any time without prior notice. In the event of changes, the revised terms and conditions will be posted on our website immediately.

6.0 Statutory Rights

- 6.1 Customer's statutory rights remain unaffected.