

# National's 3 Year Warranty Statement

## Our Clutch 'No Quibble' Guarantee

### 1.0 Warranty Periods

1.1 Our clutch components are guaranteed for 3 years or 30,000 miles (48,000 kilometres) 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 or replace clutch components under our 'No Quibble' guarantee.

### 3.0 Online Warranty Portal Claim

3.1 To submit a claim, vehicle information and relevant images should be entered into Nationals online warranty portal.

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

3.3 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.**) Use this reference for any communications.

### 4.0 Warranty Inspection

4.1 At our discretion, we may occasionally use customer uploaded portal information to authorise claim acceptance online in lieu of the part being physically returned.

4.2 Returned warranties should be accompanied with a printed copy of the 'customer warranty return form' available on the portal screen. This form lists the claim reference needed to track your return.

4.3 Returned components not of our supply will not be accepted under our warranty system. In these circumstances, the claim would be rejected and customers advised. The parts 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.

### 5.0 Warranty Terms & Conditions

5.1 Any credits issued under the 'No Quibble' warranty policy are done in full and final settlement of the claim.

5.2 Our 'No Quibble' guarantee covers material or manufacturing defects only, and not "wear and tear" from a normal working life. Returns considered to be worn units after a normal working life will not be covered.

5.3 We will not accept additional claims for labour, recovery, transportation, vehicle hire, storage, accommodation or ancillary charges made in relation to the returned component.

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- 5.4 We reserve the right to reject claims where damage has occurred through incorrect fitment, handling, misuse, abuse, vehicle or product modification from original specification and any form of racing activity which can be considered outside of normal road use.
- 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 are selected via a cross reference supplied by National.
- 5.6 Products should be fitted in a recognised garage or workshop, according to the vehicle manufacturer's specification.
- 5.7 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.