



Setco Automotive (UK) Ltd.
Request For Return Form

FM/SAL.15/06

LIPE REQUEST FOR RETURN NUMBER :

IMPORTANT:

In order to ensure that your request is processed correctly and in a timely manner, please ensure that the correct returns process is followed as detailed on page 2 of this document. Failure to follow the correct procedure may result in no reimbursement for the returned goods.

PART 1: To be completed in all cases

COMPANY NAME :

ACCOUNT NUMBER :

APPLICANT NAME :

APPLICANT EMAIL :

APPLICANT TELEPHONE :

DATE :

PART NUMBER :

QTY :

DELIVERY NOTE / INVOICE NUMBER :

REASON FOR RETURN :

RETURN CATEGORY :
(Select one option)

SALES RETURN

An unused part is no longer required.
Complete part 1 only.

FITMENT ERROR

An unused part did not fit the specified vehicle.
Complete parts 1 and 2.

WARRANTY

A used part has failed in service.
Complete parts 1, 2 and 3.

PART 2: To be completed for fitment errors and warranty returns.

VEHICLE MAKE, MODEL & YEAR :

REG PLATE and / or CHASSIS NUMBER :

For fitment errors; Which feature of the clutch did not fit the vehicle? :

ENGINE TYPE :

GEARBOX TYPE :

PART 3: To be completed for warranty returns.

OPERATOR :

DATE FITTED :

DATE REMOVED :

MILEAGE FITTED :

MILEAGE REMOVED :

Describe the symptoms of the vehicle that resulted in the clutch being considered to be at fault:
Where applicable, include vehicle fault codes and attach photos to support the claim.

RETURNS PROCEDURE

Please find below the correct procedures to follow for Sales Returns (i.e. return of unused goods) and Warranty Returns (i.e. return of faulty material). Following these procedures will help to ensure that goods are processed and credits issued in an effective and timely manner. Please be aware that we are not able to identify goods that are returned to us without the correct procedure being followed, in which case goods are likely to be scrapped without a credit being issued.

SALES RETURNS:

- 1) Before returning goods, a 'Request for Return Number' must first be allocated by telephoning the Lipe Clutch customer desk on **01706 228 321**. It would be useful to have the fully completed Request for Return Form to hand at this stage as it is likely to aid discussions with the customer desk.
- 2) It is the customer's responsibility to return the goods, freight paid, with the completed Request for Return form (including the Request for Return Number) clearly attached to the outside of the package.
- 3) The goods will be inspected on receipt at Setco. It is standard policy for a 20% administrative fee to be deducted from the credited amount. Further fees may be charged if the goods are not received in the same condition as supplied.

WARRANTY RETURNS:

- 1) Before returning goods, a 'Request for Return Number' must first be allocated by telephoning the Lipe Clutch customer desk on **01706 228 321**. It would be useful to have the fully completed Request for Return Form to hand at this stage as it is likely to aid discussions with the customer desk.
- 2) It is recommended to telephone the Lipe Clutch customer desk prior to clutch removal. Failure to do so may lead to the warranty being void or denied.
- 3) In many cases, warranties can be diagnosed from photographs and do not require the unit to be physically returned to the plant. The customer should email the completed Request for Return form (including the Request for Return Number), along with applicable photographs where available, to serviceuk@setcoauto.com. Alternatively, documents may be faxed to 01706 229585.
- 4) The supplied documents will be reviewed by the Lipe Technical team. If it is concluded that further analysis is required the goods will be requested to be returned, freight paid, with the Request for Return form (completed in its entirety including the Request for Return Number) clearly attached to the outside of the package.
- 5) Note that for the best performance of our clutches it is essential to resurface or replace the flywheel prior to installation of our clutch in the vehicle. Proof of the flywheel being resurfaced or replaced prior to the clutch being installed may be requested to support the warranty claim.
- 6) Credits will be issued following approval of the claim by the Technical team. A Warranty Report will be generated for all warranty claims submitted and will be issued to the email address provided by the customer.

WARRANTY POLICY:

- Setco Automotive UK Limited warrants that each Lipe Clutch product of its supply is free from defects in workmanship and material under normal use and service for up to 200,000 miles of operation. The warranty is valid for 24 months from the date of purchase.
- The obligation of Setco Automotive UK Limited under this Warranty is limited to the repair or replacement of the defective product which Setco inspection shall disclose to its satisfaction to be defective.
- Setco Automotive UK Limited shall not be liable for any special direct, indirect, incidental or consequential damages, including claims for delay, loss of profits, or for labour.
- No express warranties and no implied warranties either of merchantability or fitness for any particular use or purpose or otherwise, other than that expressly set forth above which are made expressly in lieu of all other warranties, shall apply to clutch products sold by Setco Automotive UK Limited.
- Final determination of the suitability of the products for the use contemplated by the buyer is the sole responsibility of the buyer and Setco Automotive UK Limited shall have no responsibility in connection with such suitability.
- The warranty shall not apply to any Lipe Clutch product which shall have been repaired or altered in any way outside of the Setco factory or which shall have been subject to misuse, negligence or accident.
- All parts must be returned via the source of supply, not direct to Setco Automotive UK Limited.
- Goods will be disposed of after a minimum period of 14 days following issue of the warranty report. The buyer may arrange collection of the goods from the Setco factory in the case of a rejected warranty so long as Setco Automotive UK Limited is notified of this intent during the 14 day period.