



WARRANTY GUIDELINES

OUR WARRANTY

Our products are all sold with a comprehensive guarantee. The conditions may vary between products and are expressly B2B. Generally our products fall into two categories;

1. **Powertrain** – Engines – Cylinder heads – Gearboxes. Usually carry a parts and labour guarantee for 12* months from the date of sale.
2. **Service Products** – Turbo – Caliper – Pumps – Injectors. Usually carry a 2* year warranty from the date of sale.

*VEGE products are sold with a 1 or 2 year warranty for complete 'peace of mind'. The warranty terms & conditions may vary to accommodate the needs of your local market.



WARRANTY GUIDELINES

In the unlikely event that you experience any problems with a VEGE product our aim is to always minimise vehicle down time, to that end in the first instance **customers must refer to the supplier** of the product.

To register the problem, VEGE will require:

- The product reference/serial number or Invoice number.
- The date the product was purchased.
- The mileage of the vehicle at the time of purchase of the VEGE product and its current mileage.
- Comprehensive details of the fault/defect or complaint.

VEGE will issue a unique Warranty Claim number that will be used as a reference throughout the claim and on all correspondence. After registration of the problem a course of action will be mutually agreed with VEGE in accordance with our warranty policy.

No repairs or rectification work may be undertaken until costs and the method of repair have been agreed with VEGE, in writing.

Should a replacement item be required from VEGE, an additional order may be required in cases where liability for the fault/complaint is yet to be determined.

No claim will be paid without an official Warranty Claim number from VEGE.