

Conditions

According to EU norm 23/2003, you are entitled to a 2-year warranty period for any *Metalcaucho* product purchased as long maintenance service and mileage defined by the car manufacturer are strictly followed.

If you have acquired a *Metalcaucho* product anywhere in the EU that is either defective or not functioning as expected, this one will be replaced free of charge or you will be credited the corresponding amount.

- 1) The Warranty period is 2 years since repair shop sale delivery note, and/or and 100.000 Km for the wear parts.
- 2) Any *Metalcaucho* product must be returned with the same components and / or accessories that were delivered to the customer when purchased accompanied by duly filled warranty form.
- 3) We recommend that products containing rubber are assembled into vehicle as long as it has not been stored for more than 4 years and following the below conditions:
 - a. Maintain out of direct sunlight or powerful light sources.
 - b. Maximum humidity of 35% ± 10.
 - c. Optimal temperature 25°C ± 5°C.
 - d. Maintain far from any chemical products such as oil, solvent, etc.
 - e. Avoid storage under heavy load.
 - f. Avoid storage closed to high voltage apparatus.
- 4) In order to guarantee an adequate management of warranties whether it is for small amount or cumulated amount of warranties, please contact customer service department who will inform you about the corresponding process before sending anything.

Exclusions

- 1) *Metalcaucho* products that present one or various alterations or modifications from any individual or legal entity, such as new holes, hole diameter increase, new threaded holes, cuts, folding, welding... or any added element that was not present when product was sold and delivered to the customer will be excluded.
- 2) *Metalcaucho* products received under warranty with any missing component or accessory that is present when sold and delivered to the customer are excluded as well as any product with component or accessory from another brand or manufacturer unaffiliated with *Metalcaucho* company.
- 3) *Metalcaucho* products which traceability marking has been modified or removed will be excluded except if agreed with *Metalcaucho*.
- 4) As returns and warranties are two different departments and areas, we require to please not mix warranties (dirty and defective products) with returns (clean and potentially good products).

Once customer has been communicated parts credited and parts not accepted under warranty, we offer the customer the possibility to get rejected parts back with payment due on delivery. After 4 weeks without any formal notification from the customer to recover those rejected parts, *Metalcaucho* will proceed in scraping all goods.

General Management