



[2023]

WARRANTY POLICY AND PROCEDURES

TECHNICAL WARRANTY CLAIMS CLARIFICATION:

WARRANTY – Stock that is deemed to be faulty and can no longer be used or sold as per the below criteria:

1. **Product has been used or fitted [by a qualified technician or accredited workshop] and is deemed to be faulty.**
2. **Fitment complies with the manufacturer's standards and specifications.**

Please Note:

1. **Motus Aftermarket Parts a Division of the Motus Group Limited** - Warrants the quality of products and manufacturing process of the products it distributes to be free of defects under normal use, serviced and maintained for a period of 12 months, or 100,000 kms; whichever occurs first.
2. Where replacement intervals as specified by the manufacturer for service parts are shorter than the above 12 months or 100,000kms, this warranty will be adjusted for that shorter interval.
3. In the event of any product failure, Motus Aftermarket Parts reserves the right to examine the failed engine, parts there off and/or the entire vehicle including lubricants and Fluids that are subjected or related product to a claim under this Warranty to determine the root cause of such failure of the product in question.
4. Should it be acknowledged by Motus Aftermarket Parts Technical Department that a product related failure occurred due to a defect in materials or the manufacturing process of such a product which failed within the stipulated Warranty conditions, Motus Aftermarket Parts undertake to repair, replace, or refund such a failed component only in line with CPA Terms and Conditions.
5. This Warranty does not apply to any product/s supplied by Motus Aftermarket Parts that have been altered, modified, inadequately serviced and / or poorly maintained, subjected to abuse or misuse, incorrectly installation practice, or used in applications other than specified for which they were not designed for.

6. Products bought out from other distributors on behalf of customers are not covered by this Warranty.
7. Motus Aftermarket Parts accepts no liability whatsoever for any consequential damages including Labor costs, towing cost, or any penalty fees due to down time arising out of a component's failure except on an ex-gratia basis at the sole discretion of, but without prejudice to Motus Aftermarket Parts.
8. Motus Aftermarket Parts warranty claim can only be considered if the components has been reconditioned, assembled, fitted and / or serviced with in the RMI standards.

CLAIMS PROCEDURE:

1. All warranty claims must be filled in using the online e-Form platform (Link provided below).
2. To qualify for a warranty, the item must still be within the warranty period based on the date of sale. If the warranty is due to product being received faulty, then MAP division invoice number is required on the form. If a product has been sold on by the retail outlet, then the retail outlets invoice number is required.
3. If the cause of failure is deemed to be abuse or negligence on behalf of the owner of the vehicle, the claim is rejected and returned to the customer.
4. If the cause of failure is deemed to be product related the claim is accepted and the credit will be passed. This is for Motus Aftermarket Parts house branded products. Should it be a local suppliers' products, then their claims procedures will be followed.
5. The Warranty claims team will determine if the product needs to be collected/returned and the relevant sales or debtors person handling each customer's account will create the collection slip. The reason code used will be "Faulty" and the WC number **MUST** be used as a reference or the **part will not be collected.**
6. Warranty claims must be created timeously to ensure speedy feedback.
7. The following time frames to honor warranty claims will be applicable:

Goods below R250	7 Business days
Goods over R250	10 Business days
Goods that need to be tested	30 Business days

NCN (SPECIAL ORDERS) – NO buy-outs that are non-stocked items by MAP will be liable for a warranty claim.

Local Supplier claims:

1. The e-form needs to be completed as per the above process.
2. All claims / faulty products on local product will only be accepted for credit once the faulty product has been checked, verified and accepted by the manufacturer.

Please use the link below to gain access to the e-Form to log a claim. An oil sample (250ml) for internal engine components will be required for testing purposes.

<https://forms.office.com/Pages/ResponsePage.aspx?id=E6y0RPR200GU10tI1SCtuVU8VpZ26NHjzrC3hc8C9BUMTNVMkNLMVQzNUhQQkRUOTZHTUdGNFVHSi4u>

The personal information presented by the consumer will be safeguarded and controlled in line with the POPI act. (<https://popia.co.za/>)