



Warranty Returns Procedure – EXPORT Customers

WARRANTY (24 months / 50,000 km) | Timing Chain Kits (5-YEAR/100,000 km)

Definition of a warranty claim.

1. Fitted and failed components (New, unfitted or damaged in transit are classed as general returns).
2. All warranty claims must be submitted via the FAI claim form. Email to technical@faiauto.com.
3. To process the claim, please include: photos of the failed parts, showing batch codes/FAI markings

Warranties with labour.

1. Any claims with additional costs must include estimates or repair invoices detailing the costs.
2. An oil sample of 120ml minimum must be included for any products dependent on lubrication, i.e. TCK, OP's, pistons, bearings, camshafts etc. Failure to provide an oil sample invalidates the warranty. (please use a leak-proof, non-breakable container)

Terms of the claims process.

1. FAI must be notified and receive your claim within 30 days of the date of failure (claims made beyond 30 days will not be accepted).
2. Once all the submitted information is present and correct, we will issue a claim number.
3. Claims cannot be returned until a claim reference has been issued.
4. Please ensure the returns box is clearly marked with your issued claim reference and 'FAO Technical Department'. Return shipping is the responsibility of the customer.
5. Claims must be submitted individually and not collated.
6. Accepted claims are paid in line with Autodata and ICME repair times and hourly labour rates at a maximum of €50 p/h.
7. Additional components required for repair must be sourced from FAI or the Aftermarket if the component is not in FAI's range. FAI do not pay for OE parts unless not available in the Aftermarket. Component costs are paid in line with FAI's customer pricing.
8. Any repairs carried out before the FAI warranty conclusion is at the customers own risk