

NRF WARRANTY (LIMITED) WARRANTY REQUIREMENTS



GENERAL CONDITIONS OF LIMITED WARRANTY

1. This Procedure applies to handling Customers' complaints of defective NRF's Parts (Warranty Claims).
2. Customers eligible for lodging a Warranty Claim are professional providers of repair and maintenance services for motor vehicles who a) bought an NRF Part directly from any NRF Group company or from any NRF Parts distributor and b) installed it in a motor vehicle as part of their registered business operations.
3. The Limited Warranty covers only damage to the NRF Parts resulting from hidden material defects or faults caused by defective manufacturing technology, or physical defects of the NRF Parts arising during the production process.
4. The Limited Warranty is granted for a period of 36 months from the date of installation of the NRF Part in a motor vehicle.
5. The Limited Warranty does not exclude, limit, or diminish the Customers' rights arising from the non-conformity of the goods with the contract.
6. Customers are exclusively responsible for handling consumer claims related to the sale of NRF Parts in accordance with local consumer protection laws. Customers will not base or justify rejection of consumer claims by invoking their inability or failure to receive a refund from NRF. Consumer rights shall not be adversely affected by the Procedure.

LIMITED WARRANTY CLAIM REQUIREMENTS

1. In case of an end user's complaint of a defective NRF Part to a Customer, the Customer can lodge a Warranty Claim in the following manner.
2. The Warranty Claim shall be submitted by Customer who bought an NRF Part:
 - directly from NRF Group company - to NRF by email with a correctly and fully completed Warranty Claim Form,
 - from any NRF Parts distributor (other than NRF Group company) - to this distributor by an email with a correctly and fully completed Warranty Claim Form.
3. The Warranty Claim Form must include the following information:
 - a) NRF Part number (matching the proof of purchase),
 - b) The original proof of purchase, invoice, or receipt confirming the installation (linking the part to a specific vehicle VIN),
 - c) Detailed description of the defect, which may help determine the cause (photos with diagnostic readings, computer diagnostic error codes, etc.),
 - d) VIN number of the vehicle in which the part was installed,
 - e) Make, model, engine, and drive type of vehicle,
 - f) Date and mileage at the time of installation,
 - g) Date and mileage at the time of removal.
4. In the case of Warranty Claims involving NRF Parts diagnosed using a computer or other device, an error code from the diagnostic device confirming the malfunction must be included in the Warranty Claim Form.

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5. Failure to provide a correctly and fully completed Warranty Claim Form will result in the rejection of the Warranty Claim.
6. In case of submission of an incomplete Warranty Claim Form, the Customer will be notified and will have 14 days to provide the missing information or required documents.
7. The NRF Part submitted for a Warranty Claim must be complete, including all accessories it was purchased with, and must have all markings and serial numbers intact (if originally applied by the manufacturer).
8. Failure to complete Warranty Claims within 14 days will result in rejection.

EXCEPTIONS

1. The Limited Warranty does not cover, and in some cases voids the warranty for:
 - a) NRF Parts worn out due to natural wear and tear,
 - b) Defects caused by foreign objects or substances entering the product, other than fluids intended for the system,
 - c) Damage caused by improper storage or use of incorrect consumables,
 - d) Damage resulting from force majeure or random events (e.g. fires, floods, theft, lightning strikes, electrical short circuits, collisions, and road accidents),
 - e) Scratches and mechanical damage, and other defects caused by them (usually due to improper installation),
 - f) Defects caused by neglect or lack of proper maintenance, as defined by the NRF Parts or vehicle manufacturer,
 - g) Additional costs related to the defect such as accommodation, rental of a replacement vehicle, travel expenses, loss of income, and other material or immaterial losses,
 - h) NRF Parts that have been modified, self-repaired, structurally altered, or installed by unauthorized individuals.
2. The Limited Warranty also does not apply in cases of mechanical damage.
3. Installation of NRF Parts contrary to their intended use or specification (e.g. in an incompatible vehicle or in an inappropriate manner) voids the Limited Warranty.

EXECUTION OF THE LIMITED WARRANTY

1. NRF will assess the Warranty Claim within 30 days from the date of submission of the complete Warranty Claim Form and notify the Customer of its decision.
2. The Customer has a right to appeal a negative decision by email within 14 days of receipt of NRF's decision regarding the Warranty Claim.