

# WARRANTY REQUEST

Please complete all fields below



DIESEL LEVANTE s.r.l. - STRADA STATALE 96 - KM. 116 70026 MODUGNO (BA) –  
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DATE

## APPLICANT'S DETAILS

Customer

Vat Number

Address

Contact Person

Zip Code

City

Country

Email Address

Phone

## COMPONENT DATA

Article Code

Purchase ref. invoice

Fitting Date

Failure Date

- Turbo
- Pump
- Injector
- Other \_\_\_\_\_

Quantity

## PROBLEM OCCURRED DESCRIPTION

To be compiled by Diesel Levante s.r.l.:

Authorization number \_\_\_\_\_

Authorized

YES

NO

## General Information and Warranty Period

- All Diesel Levante products both new and regenerated are covered by a 12 month warranty from the date of invoice.
- The warranty covers any manufacturing defect or regeneration of the sold product (or component thereof) and is limited exclusively to the repair or replacement of the component.
- Additional transportation costs, assembly/ disassembly costs, additional car stop costs and any other claims for damages, are not covered by the warranty and therefore will not be recognized. The warranty request will be verified or validated only upon presentation of the purchase document and the return of the component for a technical appraisal.
- Diesel Levante declines any responsibility for damages caused by defected products. All parts replaced shall remain the property of Diesel Levante. Important: the warranty period cannot be extended. Any intervention during the warranty period will not extend in any way its duration.

### Warranty Exclusions

The warranty will not be applied in the following cases:

- Wrong installation of the product (new or regenerated).
- The installation must always be managed by a qualified and expert technician;
- Unauthorized tampering or opening of the component
- Malfunction generated by external causes (water, contaminated oil, uncleaned system, bad maintenance of the injection circuit, use of inappropriate oil etc.)
- Lack of car maintenance and timely vehicle inspection (for example: at 1.000 km, 7.500 km or 15.000 km)
- Failure to comply with the installation procedures illustrated in this booklet at the time of purchase of your product.
- Expiry of the warranty period of the purchased product.

### Warranty Request Procedure

In the event of a fault, the customer shall submit to Diesel Levante the Warranty Application Form duly completed in all its parts. A copy of the form is included in this manual or can be downloaded directly from our website at the following address: [www.dieselevante.biz](http://www.dieselevante.biz).

The Diesel Levante will return the form to the client with an authorization number, if it will be authorized.  
The same form must be put inside the package that will contain the component to send back for checking for warranty inspection.

Among the various information to be included in the application form, the customer must specify the cause and origin of component failure and be sure to attach the following documents:

- Copy of car maintenance manual
- A copy of the invoice issued by qualified repair shop showing evidence of the nature of work performed on the car and indicating in detail all parts replaced.

Important: No warranty application will be accepted if lacking in one or more of the above listed items.

### Product Return Procedure After receiving the Warranty Application Request Form (inclusive of attachments):

Diesel Levante will arrange for the pick-up of the defective piece at the address provided by the customer in order to perform the technical appraisal at its laboratory. In case the inspection shows a manufacturing defect, Diesel Levante will proceed with the repair or replacement of the product (or component thereof) and will arrange for a "no cost" return of the repaired product (or new one) at the address provided by the customer. In case the appraisal highlights a fault due to negligence, failure to follow installation procedures or however to any of the reasons outlined in the section "Warranty Exclusions" of this book, the warranty claim will be rejected. In this case, the customer may require Diesel Levante to carry out the repair of the product. Diesel Levante reserves the right to apply a cost price list for the components to be replaced, without applying additional manpower charges. The customer, however, will be charged for the amount transportation incurred for the pick-up and delivery of the defective product. Such cost will be determined according to the country of destination, weight, dimension, and type of service agreed with customer (express, economy etc). In the circumstance in which the customer, after the warranty request was rejected, decides not to repair the product submitted to technical appraisal, Diesel Levante will apply a cost of 30.00 euros for the performed appraisal. All appraisals are drawn-up in writing (and wherever possible with pictures attached) and notified to customer in a very short period of time.

Diesel Levante reserves the right, in case the customer does not collect the component sent for warranty within and not later than 15 working days from the notification of the appraisal, to hold the product and therefore to arrange for its scrapping