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NQ Crash & 4WD Spares

Warranty Terms and Condition of Sale

NQ Crash & 4WD Spares offers a standard **3 MONTH PARTS ONLY** warranty, with an optional extended parts & labour warranty (at an additional cost) on 2nd hand used mechanical parts from the purchase date.

NQ Crash & 4WD Spares standard warranty does **NOT INCLUDE** labour expenses, freight, towing or oil leaks of any kind.

- Warranty period starts from the invoice date shown on the invoice, not the installation or delivered date (there are NO exceptions).
- Any repaired or replaced product will be covered by warrantee for the remainder for the original warranty period only. The warranty period does not re-start, it is from original invoice date.
- Goods no longer required or incorrectly ordered must be returned with **30 days** at the buyer's expense. Returns after 30 days will not be accepted (no exceptions). If the return has been accepted and is within the 30 day period it will be subject to *a minimum 20% restocking fee*.
- Goods that have been fitted (unless proven faulty) or painted **WILL NOT** be accepted for return.

NO VEHICLE REGISTRATION NUMBER OR VEHICLE IDENTIFICATION NUMBER (VIN) PROVIDED FOR VERIFICATION PROCESS

NQ Crash & 4WD Spares has asked all its customers for a rego and/or VIN at the time of quoting/ordering to ensure the correct parts are supplied. If the customer does NOT supply this information, it is at NQ Crash & 4WD Spares' discretion not to refund the parts or freight and charge a *minimum 20% restocking fee*..

- Limit of liability shall not exceed the original purchase price.

PANELS – INTERIOR PARTS

MUST be test fitted prior to preparation & painting. Credits will only be issued for panels if they are returned in original packaging and unpainted.

- ***SPECIALLY PROCURED AND ORDERED GOODS ARE NOT RETURNABLE.***
- All cut sections must be marked by the purchaser before cutting and WILL NOT be accepted for return.
- If a part is faulty within the warranty period, this part is subject to a replacement warranty only. **REFUNDS** are only provided if an alternate part cannot be sourced.
- Warranty is VOID for components used in performance, modified, competition or race applications.
- Warranty is VOID if parts have broken gears, have been tampered with, modified or dismantled.
- All repairs made without written approval from NQ Crash & 4WD Spares are the responsibility of the customer.
- In the event of any claim being declined, NQ Crash & 4WD Spares reserves the right to recover out-of-pocket expenses incurred in transporting, dismantling and inspection. Such costs to be reimbursed by the customer prior to re-delivery of the unit.

ELECTRICAL ITEMS

- All 2nd hand electrical items including but not limited to ECU, ECU kits, TCM, switches, clock springs, airbag modules instrument & display clusters are tested and checked for quality assurance before sale and are not covered by warranty.
- NQ Crash & 4WD Spares will not accept returns on NEW or 2nd HAND ELECTRICAL items due to incorrect diagnosis.
- Any NEW or 2nd hand electrical items that has had the packaging opened are Non-Refundable.
- NQ Crash & 4WD Spares does not sell or remove parts for testing, please be sure that you are ordering the correct part, if we remove the product and you fit the product, it is Non-Refundable.

STANDARD WARRANTY (ENGINE & TRANSMISSIONS)

- All 2nd hand engines & transmissions come with our standard *3-month Parts & Start up labour* warranty.
- **Start-up labour covers the initial installation only!**
- If the part becomes faulty, we will either repair, replace or refund the purchase price of the defective part at our discretion.
- Cost of oil, lubricants, filters and gases are specifically excluded from any warranty claim.
- Information on labour times will be as per Dealer information and will be used to determine set times for labour.
- Labour coverage, a maximum of \$100 (inc GST) labour rate per hour is payable on any approved warranty claims.
- Freight or towing is not covered by this warranty.

SILVER WARRANTY (ENGINES & TRANSMISSIONS)

- As per our Standard Warranty (Engines & Transmissions) as outlines above *PLUS* an additional *3 month parts & labour*.
- If the part becomes faulty, we will either repair, replace or refund the purchase price of the defective part at our discretion.
- Cost of oil, lubricants, filters and gases are specifically excluded from any warranty claim.
- Information on labour times will be as per Dealer information and will be used to determine set times for labour.
- Labour coverage, a maximum of \$100 (inc GST) labour rate per hour is payable on any approved warranty claims.
- Freight or towing is not covered by this warranty.

GOLD WARRANTY (ENGINES & TRANSMISSIONS)

- As per our Standard Warranty (Engines & Transmissions) as outlines above *PLUS* an additional *6 months/10,000km parts & labour warranty*.
- If the part becomes faulty, we will either repair, replace or refund the purchase price of the defective part at our discretion.
- Cost of oil, lubricants, filters and gases are specifically excluded from any warranty claim.
- Information on labour times will be as per Dealer information and will be used to determine set times for labour.
- Labour coverage, a maximum of \$100 (inc GST) labour rate per hour is payable on any approved warranty claims.
- Freight or towing is not covered by this warranty.
- NQ Crash & 4WD Spares WILL NOT pay above the set time guides for labour claims. If your mechanic is charging higher than the set times, this will not be covered.
- All labour claims **must be approved** in advance by NQ Crash & 4WD Spares Management (not sales staff), No Approval = No Warranty claim will be processed.

PART TYPE WARRANTIES

ENGINES

- The purchased engine (matching the invoice details) must be installed by a Licensed Trade Qualified Mechanic (Licence number may be requested as proof).
- All fluids must be filled with the manufacturers correct or equivalent oil.
- **All engines are sold as a bare unit** only, any accessory items supplied with the engine are for your convenience only and are NOT covered by warranty, including but not limited to water pumps, timing belts and idlers, wiring, injectors, injector pumps, fuel pumps, fuel rails, manifolds, EGR coolers, turbo's & supercharges.
- Engine warranty does not extend to consumables including but not limited to gaskets, filters, plugs and oil seals.
- Diesel engines MUST have the turbo, Injector pump and Injectors serviced by a licenced trade qualified specialist. For warranty claims proof of testing & service must be supplied by the customer along with evidence of trade qualified specialist (not apprentice). No warranty will apply to engines that have damage caused by faulty injectors and/or pumps.
- Oil leaks are not covered under warranty. Customers are responsible for checking and replacing seals, gaskets or other components that contribute to oil leaks before installation.
- Heat tabs have been fitted to all engines for warranty purposes. If the heat tab has been removed, tampered with or melted in any way, **warranty will be voided**. It is the customer's responsibility to ensure that the engine is not operated above the temperature specified by the engine's manufacturer.
- It is the responsibility of the customer to ensure the radiator has been professionally cleaned and tested by a qualified and licensed repairer and evidence of this must be provided in the event of a warranty claim.
- All engines come with the standard 3-month part & start up warranty unless otherwise specified on the invoice.
- The use of an aftermarket ECU or modified ECU *voids all warranty*.

TRANSMISSIONS/GEARBOX

- The torque converter seal and transmission cooler must be replaced with new oil coolers, (proof of purchase & fitment must be supplied). Oil coolers on supplied transmissions are not tested/cleaned and need to be replaced with a new unit.
- Transmissions/Gearboxes must be installed by a licenced qualified mechanic and filled with the correct manufacturers or equivalent oil.
- Modern/late model transmissions often require programming using dealership grade software, we are not liable for the calibration of transmissions.
- Transmission/Gearbox warranty covers normal registered vehicle use, it will not cover unregistered vehicles or vehicles with any type of performance upgrade.
- All automatic transmissions must have a new filter kit installed.

2ND HAND SUSPENSION

- Front & rear shocks, struts, coils and leaf spring are not subject to any warranty. Strut & shocks can only be visually checked for leaks.

Returns Policy

- A Return Merchandise Authorization (RMA) **MUST** be obtained *before* our delivery driver can pick up your parts or before you send back the part to NQ Crash & 4WD Spares on a freight courier.
- NQ Crash & 4WD Spares delivery drivers **WILL NOT** pick up any parts unless you have an RMA approval number. RMA numbers will be issued to you once you have prior approval for the return.
- NQ Crash & 4WD Spares will not be liable for any return freight charges unless you have an approved RMA Number. **NO RMA Number = NO Credit.**
- All repairs made without written approval from NQ Crash & 4WD Spares are the responsibility of the customer.
- NQ Crash & 4WD Spares may seek reimbursement of any costs incurred by us where the Product is found to be in good working order.