



Warranty Claim Form **IMPORTANT NOTICE**

Failing to fully complete this form and obtain a GRA may result in delays or the claim being rejected.

How to submit a Warranty Claim

- 1) Check the terms and conditions to be sure what is being claimed meets the requirements for a warranty claim, this can be found here: <https://www.australianclutch.com.au/services/warranty>
- 2) If the product falls within the terms and conditions please complete this warranty claim form.
- 3) If seeking labour, a workshop invoice made out to the distributor or ACS itemizing what is being claimed must be submitted with this claim form. **Labour claimed after the warranty process has been completed will not be considered.**
- 4) Phone the sales team on 1800 CLUTCH (258824) to obtain a GRA (Goods Return Authority) number, you will need the part number and original invoice from ACS to be able to obtain this.
- 5) Pack all parts and have them returned to ACS along with this claim form, workshop invoice (if applicable) and copy of the GRA for assessment.

GRA Number	ACS	ACS Invoice Number	
Distributor		Returning Customer	
Name		Name	
Contact Number		Contact Number	
Address:		Address:	

Quantity	Part Number	Part Number Description

Vehicle Details			
Make		Rego Number	
Model			
Year		Date Fitted	
Fuel Type		Kilometers Fitted	
Engine Capacity		Date Removed	
Vin/Chassis Number		Kilometers Removed	

Vehicle Use (please tick)					
Normal Driving	<input type="checkbox"/>	Motorsport (Race, Rally etc)	<input type="checkbox"/>	4X4 (off road)	<input type="checkbox"/>
Courier/Taxi	<input type="checkbox"/>	Commercial Transport	<input type="checkbox"/>	Agricultural	<input type="checkbox"/>

Description of problem (please tick)

Slipping	Noisy Bearing	DMF Noise
Shudder/Chatter	Pedal Pulsation	Neutral Gear Rattle
Fails to release	Hydraulic Failure (leaking)	Vibration
No Adjustment	Hydraulic Failure (unable to bleed)	Other

Fault (Precise Details of Faults Claimed)	Please note a description of <u>FAULTY/FAILED/BROKEN/WONT WORK</u> will not be acceptable and could result in the claim Being rejected.

Was the flywheel machined?	Yes	No	New	NA
Was a new Spigot Bearing/Bush Fitted	Yes	No	NA	

Processed Warranty Claims	Once a claim is processed and finalised, any documentation such as credit notes or reports will be emailed to the default email address of the account holder. Please specify below if you would like sent to another email address and or who to attention the email to.
Email	Attn:

Customer Declaration	The information detailed above is true and correct to the best of my knowledge and represents the total claim in respect to the goods returned.
Print Name	Position
Signature	Date

