

## Conditions

According to EU norm 1/2007, you are entitled to a **3-year warranty**, respecting the maintenance and mileage established by the manufacturer at no cost, regardless of whether you have purchased the product by phone, at our facilities or by email.

If you have acquired an *Metalcaucho* product anywhere in the EU that is either defective or not functioning as expected, this one will be replaced free of charge or you will be credited the corresponding amount.

- 1) The warranty period is 3 years since repair shop sale delivery note.
- 2) Any *Metalcaucho* product must be returned with the same components and / or accessories that were delivered to the customer when purchased accompanied by duly filled warranty form.
- 3) We recommend that products containing rubber are assembled into vehicle as long as it has not been stored for more than 4 years and following the below conditions:
  - a. Maintain out of direct sunlight or powerful light sources.
  - b. Maximum humidity of  $35\% \pm 10$ .
  - c. Optimal temperature  $25^{\circ}\text{C} \pm 5^{\circ}\text{C}$ .
  - d. Maintain far from any chemical products such as oil, solvent, etc.
  - e. Avoid storage under heavy load.
  - f. Avoid storage closed to high voltage apparatus.
- 4) To ensure efficient management of warranties, it is mandatory to contact the customer service department, [incidencias@metalcaucho.com](mailto:incidencias@metalcaucho.com), which will inform you of the corresponding procedure and requirements before shipping:
  - a. To Fill in **Warranty Form**.
  - b. Identify the shipment with the **Authorization Number** for proper monitoring.
- 5) Once customer has been communicated parts credited and parts not accepted under warranty, we offer the customer the possibility to get rejected parts back with payment due on delivery. After 30 days without any formal notification from the customer to recover those rejected parts, *Metalcaucho* will proceed in scraping all goods.
- 6) For large volume shipments, please contact our customer service department, [incidencias@metalcaucho.com](mailto:incidencias@metalcaucho.com), who will inform you of the corresponding procedure.

## Exclusions

- 1) *Metalcaucho* products that present one or various alterations or modifications from any individual or legal entity, such as new holes, hole diameter increase, new threaded holes, cuts, folding, welding... or any added element that was not present when product was sold and delivered to the customer will be excluded.
- 2) *Metalcaucho* products received under warranty with any missing component or accessory that is present when sold and delivered to the customer are excluded as well as any product with component or accessory from another brand or manufacturer unaffiliated with *Metalcaucho* company.
- 3) *Metalcaucho* products which traceability marking has been modified or removed will be excluded except if agreed with *Metalcaucho*.
- 4) As returns and warranties are two different departments and areas, we require to please not mix warranties (dirty and defective products) with returns (clean and potentially good products).

General Management