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# TECHNICAL CLAIMS PROCEDURE

## Warranty returns · IJS GROUP

### 1. Purpose

This document sets out the procedure applied by IJS GROUP (INDUSTRIAS SARDAÑES, S.L.U.) to technical claims concerning parts of its own manufacture, together with the information the customer must supply in order for the claim to be analysed. Our quality management system is certified to ISO 9001:2015.

### 2. What is considered a warranty claim

A warranty claim is understood to be an IJS GROUP part which, having been correctly fitted, shows a manufacturing or material defect within its warranty period.

The following are NOT processed under this procedure but as a commercial return through the usual channel:

- New, unfitted parts.
- Ordering or part number errors.
- Damage occurring during transport.

### 3. Warranty periods

Calculated from the date of purchase shown on the invoice or proof of sale, and up to the limit of years or kilometres indicated, whichever is reached first:

- Crankshaft pulleys: 5 years or 150,000 km.
- Timing chain kits and camshaft kits: 5 years or 100,000 km.
- All other product families: 3 years or 80,000 km.

### 4. How to submit a claim

The claim must be notified to the technical department at [joan.benaiges@ijsgroup.es](mailto:joan.benaiges@ijsgroup.es) within 30 days of the failure being detected. Each part must be claimed individually.

Claims are submitted using the IJS GROUP WARRANTY AND RETURNS FORM, which covers all the required details and can be downloaded from [ijsgroup.es](http://ijsgroup.es), Downloads section. The same form is used for commercial returns by ticking the corresponding box.

The following information must be provided:

- IJS GROUP part number and invoice or delivery note number.
- Vehicle make, model and registration number.
- Fitting date, mileage at fitting and mileage at the time of failure.
- Description of the failure observed.
- Clear photographs of the part, of the manufacturing marking or batch number and of the installation.

## 5. Oil sample

For parts whose operation depends on lubrication — oil pumps, timing chain kits, camshafts, tensioners and similar — a sample of at least 120 ml of oil from the engine concerned must be enclosed, in a sealed, unbreakable container.

The sample makes it possible to determine whether the failure originates from unsuitable or degraded lubricant. Without it, the technical analysis cannot be completed and the claim is rejected.

## 6. Claim number and collection

Once the complete documentation has been received, IJS GROUP assigns a claim number and notifies it to the customer. The part must not be dispatched before this number has been issued.

IJS GROUP arranges and bears the cost of transport for the collection of the claimed part. The packaging must be marked on the outside with the assigned claim number.

## 7. Analysis and resolution

Each claim undergoes an individual technical assessment. IJS GROUP notifies the customer of the outcome of the analysis.

If the claim is upheld, IJS GROUP will either replace the part or issue the corresponding credit note. Labour costs are assessed on a case-by-case basis and are reimbursed where the customer expressly requests this and the claim is valid; for this purpose, a repair estimate or invoice detailing the work carried out must be provided.

## 8. Exclusions

The warranty does not cover failures caused by:

- Incorrect fitting or fitting carried out by non-professional personnel.
- Failure to comply with the vehicle manufacturer's specifications or with the original equipment fitting instructions.
- Unsuitable lubricant, insufficient oil level or inadequate maintenance.
- Improper use, overloading, negligence or accident.
- Use of the vehicle in competition or in performance testing.
- Tampering with, altering or previously repairing the part.
- Normal wear through use.

## 9. Contact

Technical department — joan.benaiges@ijsgroup.es · +34 93 682 17 18. The catalogue and technical information for all part numbers are available to our customers on the B2B platform: b2b.ijsgroup.es

This procedure is additional to the rights granted to the purchaser under applicable legislation and does not limit them in any way.