



EXEDY Warranty Policy

All goods/products supplied by the Company are warranted against faulty material and/or workmanship. Warranty does not apply if maltreatment, damage caused by collision or incorrect fitting exists.

Claims will be rejected where clutch kits and/or clutch components have been fitted to incorrect or unlisted applications.

Flywheel must be resurfaced/machined to manufacturers specifications before new clutch kit is fitted otherwise warranty will be void.

Standard OEM Replacement Clutch Kits

Standard OEM replacement clutch kits are guaranteed for a period of twelve (12) months or 20,000 miles, which ever occurs first..

Automatic Transmission Kits

Automatic Transmission steels and wet friction products are guaranteed twenty-four (24) months or 50,000 miles, which ever occurs first, against manufacturers defects. Claims on wet friction products will not be entertained on any claim level, sight unseen of the product that claims to be faulty.

Sports/Performance

Due to the intended use and nature of these goods/products, they are warranted as follows:

Stage 1, Stage 2 and Flywheels - 60 days from date of purchase.

Stage 3, Stage 4 and Stage 5 - No Warranty available.

Individual components - No Warranty available.

OEM Replacement clutch kits and Automatic Transmission kits used in performance applications are not covered by any warranty.

IMPORTANT ANNOUNCEMENT



Claims/Warranty Procedures

1. Any goods/products deemed by the Distributor to be faulty must contact our **Technical Support Department** at **800-346-6091** or by email: **TechSupport@exedyusa.com** to obtain an Inspection Request Form. A completed Inspection Request Form shall be returned for review, if approved a RGA number will be issued. The goods/products being returned must be sent to us **freight prepaid**.
2. No Claim Credit will be issued until the said goods/products have been tested and deemed faulty by the Company.
3. The Company will not pay any claim for goods/products repaired by the Customer and/or claims sight unseen.
4. It is the responsibility of the Company's Distributor to advise their customer on all aspects of this warranty and/or warranty procedures on any claim.
5. No Claim/Warranty will be given for NON-Kit OE replacement components and/or hydraulic components.

IMPORTANT ANNOUNCEMENT



Request for Credit Procedure

To ensure that requests are processed in a timely manner, Please send your requests to returns@exedyusa.com or by phone at **800-346-6091 ext 634 or 657.**

Requests include, but are not limited to the following:

1. Misboxed Product
2. Short or Over Shipment
3. Invoicing Errors
4. General Product Returns
5. Quality Defects.

All requests are to include the following information:

1. Part Number
2. Quantity
3. Reason for Request (subject to approval)
4. Original Invoice Number (if applicable)
5. The coordinating Packing List Number.

A formal response regarding your request will be given within 24 hours after receipt.

For general product returns, they will be subject to 20% handling charge, all returned goods must be in a resalable condition.

Return freight to be paid by the customer.

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