

Warranty Policy

Tettix exchange remanufactured diesel products

The policy for remanufactured diesel equipment covers the repair or replacement of parts which are subject to defective material or workmanship. We offer a 12-month warranty on our remanufactured parts, which commences on the date on which part(s) are invoiced. This warranty is not conditional of any annual mileage. It is our policy to repair any unit if after testing we find that it is defective.

New or exchange product (product not remanufactured by TT Automotive)

New or exchange product are subject to the original manufacturer's warranty and return policy.

Repaired product

Items with defects in materials or workmanship will be replaced or repaired at the discretion of the company for a period of 12 months from the date of sale. Product damaged through wear and tear, misuse, contamination or neglect may be repaired at a nominal charge.

Returns procedure

Parts will be collected only when this warranty form has been completed in full and must accompany the part(s) being returned to TT Automotive. Parts will be collected via our own transport or by carrier at our own cost. Any parts simply returned to us without notification will not be processed.

Inspection

Parts will be inspected, tested and a report issued from our Technical Department within 21 days

Accepted claim

If, after inspection, the part has been accepted as faulty full credit will be given within 7 days, including any surcharge. Any claim for labour must be shown on this form and be accompanied by a relevant invoice made out to us. Any labour claim received after the warranty has been processed will not be paid. Labour will only be paid at published ICME fitment times at a maximum rate of £40 per hour. TT will not accept recovery costs, replacement vehicle costs or any other losses associated with the claim other than those outlined above.

Rejected claim

Parts will be returned to the customer with a full warranty rejection report, explaining why the claim has been declined.

Replacement or no quibble claims

We do offer a 'no quibble' warranty system as an option. This must be exercised at the beginning of the claim and it means we will offer an FOC replacement part immediately, provided the appropriate warranty form is filled in and returned, on the basis that no consequential claim for loss is acceptable