



# Warranty Claim Form

Dayco Australia Pty Ltd  
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Phone : 03) 9794 4466  
Fax : 03) 9796 4731

DATE: \_\_\_\_\_

Distributor Claim No : \_\_\_\_\_

Dayco Tracking No : \_\_\_\_\_

All sections must be filled out entirely or your claim cannot be processed. If all requested paperwork is not received within 14 calendar days of the request your claim will be rejected. If you have any questions regarding this form, please call customer service on 03) 9794 4466. Thank you for your cooperation.

<b>Dayco Distributor Information</b>	
Company Name: _____	Dayco Cust No. (if known) _____
Street Address: _____	Contact Person: _____
City, State: _____	Phone Number: _____
Email Address: _____	Fax Number: _____

<b>Installer Information</b>	
Company Name: _____	Contact Person: _____
City, State: _____	Phone Number: _____
	Fax Number: _____

<b>Vehicle Information</b>			
Make: _____	Model: _____	Year: _____	
Engine Code: _____	Fuel Type: _____	Engine Size: _____	
<input type="checkbox"/> Power Steering	<input type="checkbox"/> No Power Steering	<input type="checkbox"/> Auto Transmission	<input type="checkbox"/> Manual Transmission

<b>Product Information</b>	
Component Cause Part Number: _____	Dayco Kit Number: _____
Purchase Date: _____	Return Date: _____
Date Installed : _____	Installed Kilometres : _____ km
Date Failed : _____	Failed Kilometres : _____ km
	Total Distance: _____ km
Type of Failure : _____	
_____	
_____	
_____	
_____	
Labour Time _____	Hours _____
Claimed Amount 1. Parts cost	_____
2. Labour Cost	_____
3. Others.	_____
Total Claimed Amount	_____ Includes GST <input type="checkbox"/> YES <input type="checkbox"/> NO

<b>Important Notice</b>
<b>Any claim not containing all requested forms &amp; parts will be rejected.</b>
Please include the following:
( ) Copy of <b>original</b> receipt or invoice (proof of purchase)
( ) Copy of <b>original</b> installation bill / invoice / receipt (if installed commercially)
( ) Copy of invoices / receipts / bills for all parts & labour for repairs due to failure of the part on your letterhead
( ) Any photos or pictures that might be useful in determining the outcome of the claim
Please ensure all bills submitted are detailed or itemized & can be well understood.



## Warranty Claims Policy with Dayco Authorised Distributors

Element	Details
Repairs approval	Approval by Dayco is required prior to commencing repairs.
Repair labour rate	Dayco will pay a maximum of \$80.00 /hr (ex GST) for labour claims.
Repair times	Industry repair guides will be our reference for repair times
Dayco parts cost	Dayco parts replaced under warranty will be credited to the supplier.
Quote before repair	Approval by Dayco is required prior to commencing repairs
Vehicle details	Make, model and odometer reading at install & failure must be provided.

Other factors:

### **Stock rotation**

We will support and encourage all customers to implement stock rotation procedures. This is an important element of delivering product improvements to the market.

### **Claims resolution target time**

Dayco will aim to settle claims within 30 days from submission of full claims documentation.

### **Product return**

All Dayco supplied product/parts must be returned to Dayco promptly. Subject to the rights and remedies under the Australian Consumer Law, products supplied but not manufactured by Dayco will be subject to 3rd party manufacturers warranty process and their findings.

### **Data security and privacy**

Customer supplied data will be treated in accordance with Statutory provisions and Dayco policy for privacy and security. Registered users of the Dayco Website [www.dayco.com.au](http://www.dayco.com.au) will have available to them via the website the following benefits and access provisions:  
new product information and applications,  
technical bulletins,  
training videos,  
Warranty statement, warranty claims forms and other controlled documents.

This policy applies to handling claims under the Dayco Warranty or Dayco Timing Belt/Timing Belt Kit Warranty as provided in Dayco Australia Pty Ltd's (**Dayco**) warranty statement, (available online at <http://www.dayco.com.au/warranty.aspx> (**Warranty Statement**)). This policy is to be read in conjunction with the Warranty Statement.

The Warranty Statement (and this policy) is supplementary to the Australian Consumer Law.

Remember that, in respect of acquisitions by 'consumers' (as defined in section 3 of the Australian Consumer Law), Dayco's goods come with guarantees that cannot be excluded under the Australian Consumer Law. 'Consumers' are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. 'Consumers' are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. The benefits conferred on 'consumers' by the Warranty Statement are in addition to other rights and remedies that 'consumers' may have under a law in relation to the goods to which the warranty relates.

For the avoidance of doubt, this policy is subject to any rights and remedies under the Australian Consumer Law.