

TMD Friction UK Limited

PO Box 18, Centurion House,
Centurion Way, Cleckheaton,
West Yorkshire, England, BD19 3UJ

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The TMD Friction UK Ltd (TMD UK) IAM Warranty

ISSUE: V8

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WARRANTY

All products sold by TMD Friction UK Ltd are guaranteed for a period of 12 months or 15,000 miles, from date of fitment, whichever should come first.

TMD Friction will replace, free of charge, all TMD UK products returned under the Warranty Scheme (or will issue a credit if products were originally sold in multi-packs). Providing that there is no labour or other costs claimed.

In order for a warranty claim to be processed and replacement product or credit to be issued a return form must be completed (appendix I) and approved.

The TMD Warranty does not cover the use of the motor vehicle for:

- (i) Motor racing
- (ii) Rallying
- (iii) Modified Vehicles
- (iv) Private hire or Taxi

TMD Friction UK Ltd reserves the right to recharge Customers transport & handling costs incurred in considering parts returned which are subsequently found to be not of TMD Friction origin.

The TMD Warranty applies to product that has been fitted in accordance with TMD Friction guidelines detailed in 'Practical Tips – fitting instructions and check list for replacing brakes'. *(and as detailed in the Mintex Catalogue)*

(Commercial vehicle parts i.e. parts fitted to vehicles over 3.5 tonnes, are not covered under the TMD Warranty scheme but will be dealt with individually, on a case by case basis).

Warranty claims made concerning sales over the internet should be dealt with through the original purchase route via your supplier.

In the unlikely event that a product defect necessitates repair to the braking system or its components, TMD Friction UK Limited will (provided it has approved the warranty claim in writing prior to any costs being incurred) have the option of reimbursing reasonable costs to repair the damaged system or replace the components, whichever is less.

Limitations – TMD Friction UK Ltd is not responsible for reduced service life or failure resulting from fair wear and tear, wilful damage, negligence, abnormal working conditions, failure to follow the Company's instructions or manufacturer's instructions (installation or otherwise, and, whether oral or in writing), incorrect storage or operation misuse or alteration or modification or repair of the Goods or overload of vehicle, vehicle accident or additional tests are carried out by the Customer or a third party on its behalf without the Company's approval.

TMD Friction is not responsible for downtime, loss of income, living expenses, or other incidental or consequential damages.

Due to the complexities with this type of warranty claim all claims of this type will be assessed on their individual merits, details of which must be completed on the associated form (appendix II).

All claims submitted under this section (with the exception of internet claims which must be returned to your supplier) must be returned to Warrington Warehouse along with a copy of the completed Warranty Form (appendix II)

Appendix I: TMD Friction Warranty Return Form

Claim Form 1

TMD FRICTION
ANISHINBO GROUP COMPANY

TMD Friction UK Ltd
PO Box 18,
Centurion House,
Centurion Way,
Cleckheaton,
West Yorkshire, BD19 3UJ

Rtn No. Tel: 01274 854000
Fax: 01274 854001

PARTS WARRANTY RETURN FORM

Date
Customer Name

Part No	Qty	Batch code	Reason

Reason Code

1. Noise/Squeal	8. Missing Pad
2. Incorrect Pad Set Config	9. Judder
3. Clip Orientation/Loose	10. Not Fitted (Zero Mileage)
4. Broken Clip	11
5. Edge lift (PLP)	12
6. Grind Fault	13. ASM Described
7. Cracked/Damaged Mate	14. Unknown

TEXTAR BRAKE TECHNOLOGY | **MINTEX** BRAKING WITH TRADITION | **DON** SERIOUS STOPPING POWER

Claim Form 2

TMD FRICTION
ANISHINBO GROUP COMPANY

TMD Friction UK Ltd
PO Box 18,
Centurion House,
Centurion Way,
Cleckheaton,
West Yorkshire, BD19 3UJ

Rtn No. Tel: 01274 854000
Fax: 01274 854001

PARTS WARRANTY RETURN FORM

Please complete ALL sections of this form and return with the parts

Date
Customer Name

Part Number	
Description	
Vehicle Reg	
Date Fitted	
Date Removed	
Mileage covered	
Fault Description	

Tear off below and return with parts

Customer	
Date	
Part Number	
Vehicle Details	
Fault Description	

TEXTAR BRAKE TECHNOLOGY | **MINTEX** BRAKING WITH TRADITION | **DON** SERIOUS STOPPING POWER

Appendix II: TMD Friction Warranty Return Form (Part Failure)

Claim Form 3

TMD FRICTION A NISSHINBO GROUP COMPANY TMD Friction UK Ltd. PO Box 18 Centurion House, Centurion Way, Cleckheaton, BD19 3UJ, United Kingdom		MINTEX MAKING WITH TRADITION	TEXTAR BRAKE TECHNOLOGY	DON SERIOUS STOPPING POWER
		Tel	01274 854000	
		Fax	01274 854001	
PARTS WARRANTY RETURN FORM				
FACTOR/CUSTOMER NAME AND ADDRESS		CLAIM No.		
		DATE:		
THIS FORM MUST BE COMPLETED IN ALL APPLICABLE SECTIONS AND BE ACCOMPANIED BY THE SPECIFIED PARTS IN ORDER FOR THE CLAIM TO BE PROCESSED				
RETURNING CUSTOMER NAME AND ADDRESS (if different from above)		RETURN METHOD		
		COLLECTED/RECEIVED BY		
FULL DETAILS OF CLAIM				
QUANTITY	PART No.	DESCRIPTION/BATCH CODE	CLAIM VALUE	
INVOICE No. OF ORIGINAL PURCHASE		TOTAL LABOUR COST CLAIMED (INVOICE TO ACCOMPANY FORM)		
HAVE (ITEMS) BEEN FITTED		YES	NO	VAT
if items not fitted vehicle details not required		TOTAL		
		VEHICLE DETAILS		
MAKE		CHASSIS No.		
MODEL		DATE FITTED		
YEAR		DATE REMOVED		
VRM		MILEAGE COVERED		
DETAILS OF FAULT CLAIMED				
CUSTOMER DECLARATION	THIS CLAIM AS DETAILED ABOVE REPRESENTS THE TOTAL CLAIM IN RESPECT OF THE GOODS RETURNED		SIGNED	
ASMs REPORT COMMENT	ACCEPT/REJECT			
SIGNED	DATE			