



I) Warranty statement

SIDEM applies a **warranty of 2 (two) years** from the date of installation or 100000km, whichever comes first, under normal use and service, against **manufacturing defects** on products installed on passenger cars, that were never used for professional and commercial purpose.

II) Terms & Conditions

- The remedy for breach of this guarantee is limited to free exchange of product, proven to be defective, and limited to one replacement part during the warranty period.
- The warranty does not cover :
 - o repair costs, incidental or consequential damages.
 - o tire damage or tire use
 - o parts damaged as a result of in proper installation, misuse, accident or other causes beyond the reasonable control of SIDEM
 - o parts damaged by the use of other components or accessories which are not original
 - o parts applied on a vehicle which is not maintained and serviced according to vehicle's manufacturer recommended service schedule
 - o parts applied on a vehicle which is operating in unusual circumstances such as; overload, racing, off-road,...
 - o parts damaged by external sources such as impact from stones and hitting speed bumps with inappropriate speed.
 - o parts on vehicles which were subject of modifications or adaptations without approval of the vehicle's manufacturer.
- Silent blocks are not subject to warranty.
- The warranty period of **Strut Mounts is limited to 1 (one) years** from the date of installation or 50000km, whichever comes first, under normal use and service.
- Only the defective part of a kit will be considered for warranty.
- General wear and tear is not subject to warranty reimbursement.
- The warranty is voided if the product has not been fitted by a professional installer
- The warranty does not include the cost of labor for the removal and installation or any additional costs.



III) Warranty Application Procedure

- The warranty request shall reach SIDEM at **the latest 1 month after demounting** the so called failing piece.
- The allegedly defective part must be returned to your SIDEM reseller or installer. The latter must return the allegedly defective part to the SIDEM Warranty Department. All parts must be individually and clearly identified with SIDEM number and a proper complaint number accompanied by the duly completed warranty application form F_VK_07.
- The warranty application form F_VK_07 shall contain ; the car installer business name, address and telephone, part number, make-model-year, explanation of the defect, date of installation and removal, mileage at installation and removal, signature of the installer.
- In addition, the requester must provide a copy of the original invoice showing the date of installation and, if applicable, a copy of the wheel alignment report.
- The Warranty Claim Form F_VK_07 is available via your local SIDEM contact and on the Sidem website. Claims defined in non-completed Warranty Claim Form F_VK_07 will not be accepted
- Parts of non-accepted complaints are kept available to the customer during 1 month after completion of the complaint, after which they will be scrapped.
- Sidem reserves the right to reject the warranty, in case of non-compliance with the required procedure and/or in case of missing attestations.
- The court of Kortrijk, Belgium, shall have exclusive jurisdiction over any disputes that may arise in connection with this procedure.