

For your consideration

- Material must be sent to our facility to the attention of Quality Dept.
- The lack of any of these documents or parts, as well as handling of parts, automatically avoids the payment of the amount of damages.
- There is a maximum period of 30 days from the generation of the alleged failure to the receipt of the material and parts required.
- Upon warranty reception, we give a 2 months period to receive all requested documentation and after which warranty claim will be filed.
- Please provide an email with the documentation you provide, so as to get directly in contact with the person in charge or responsible of the repair. If you receive an email that is not for you, we would appreciate if you could communicate us the correct email address.

Documents and equipment required for warranty claim processing:

IMPORTANT: The documents attached for processing purposes, must be identified with the document number that corresponds.

CAUTEX physical part that customer demands its warranty.

Ref. doc.1. Copy of first intervention bill with all data.

Ref. doc.2. First intervention part delivery note to workshop.

Ref. doc.3. Copy of vehicle technical data sheet.

Ref. doc.4. Budget or copy of the second repair invoice with all data.

Ref. doc.5. Copy of second part delivery note, if repair has already been performed.

Ref. doc.6. Copy of delivery notes of all replaced parts after damages.

You can contribute with graphic documents, photographs, video...

Keep with you all affected parts by collateral damage. Do not discard neither scrap them! **Will be requested.**

Note:

Once warranty, documents and the replaced auto parts are analyzed and inspected, and with final resolution in our hands, and if approved, the repairmen charge will be paid at net price.