



AUTOMOTIVE

Warranty Claim Procedure

Warranty Claim Procedure For Gates Products Purchased Through Online Retailers

NOTE: Gates products are warranted to be free from defects in material and workmanship for the life of the product (or the published recommended replacement interval specified by Gates). Products are not warranted against improper installation or handling.

1. If a Gates product purchased through an online retailer is suspected of being faulty and monetary compensation for the replacement parts and labor is desired, please visit www.gates.com/catalogs-and-resources to obtain the Gates Labor Claim Form.
2. The customer will need to complete the aforementioned Gates Labor Claim Form, ensuring each field is filled out with as much pertinent information as possible.
3. It is the sole responsibility of the claimant to obtain all associated documents and parts. This includes, but is not limited to, all purchase invoices, repair orders/estimates, and alleged faulty products (please include all components if a kit was purchased). Failure to provide all necessary items will be cause for denial, delay, and/or partial credit only.
4. Once collected, please ship all items to our Warranty Claims Facilitator at the following address:
Gates Corporation
Attn: Amy Harris
1014 South Broadway
Poplar Bluff, MO, 63901
5. Our Warranty Claims Facilitator will process the claim and perform a full failure analysis on the alleged defective products prior to ruling on the claim. Please note that all claims are handled on a case by case basis.
6. If the claim is found to be valid, a W-9 form will be sent to the customer. After completing and mailing the form to the above address, a claim credit will be issued to the customer.
7. If the claim is determined to be invalid, The Gates Corporation will send a letter to the customer providing a reason for the denial.
8. Please be aware that it may take up to, but is not limited to, 90 days from the receipt of all pertinent documents and products for a failure analysis to be completed and the claim to be ruled on.
9. All parts will be retained by The Gates Corporation for a period of 45 days after analysis before disposal. The customer may request the parts be returned to them after the analysis is complete.

PLEASE NOTE THIS IS FOR AUTOMOTIVE PRODUCTS ONLY

GATES CORPORATION <-> WORLD HEADQUARTERS
1551 Wewatta Street / P.O. Box 5887
Denver, Colorado 80202, U.S.A.
303.744.1911
Gates.com

With over 100 years of experience,
Gates products are trusted by professional
technicians around the world.

For Labor Claim Form, please visit www.gates.com/catalogs-and-resources.

DISCLAIMER: Acceptance or payment of the claim does not indicate product failure was the fault of the manufacturer or distributor. Please allow 8-10 weeks for claim processing and evaluation.

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