

WARRANTY TERM

LIMITED WARRANTY FOR BRAKE DRUMS, BRAKE DISCS, AND WHEEL HUBS

GUARANTEED QUALITY

Durametal's quality assurance system is certified under ISO/TS 16949 and NBR ISO 9001 standards. With modern and well-equipped laboratories that allow strict raw material controls, it has sophisticated equipment to monitor the manufacturing process, ensuring the high-quality of the products.

Durametal is also certified under NBR ISO 14001 standard to ensure full compliance with environmental requirements, and under NBR ISO 45001 standard to provide safe and healthy work for all, composing an integrated and robust management system.

WARRANTY REVIEW PROCEDURE

Claims regarding the warranty of Durametal products require the completion and submission of the warranty form with photos, according to the standard ([click here to download the file](#)).

The warranty form must be fully completed, detailing the quantity of parts, product code, serial number, date of manufacture, and description of the fault. If necessary, the parts can be brought to Durametal for laboratory analysis.

The alleged guarantee must be formalized within a maximum period of 10 days after the event, so that time does not compromise the evidence of possible causes, making the analysis unfeasible.

If the maximum deadline is exceeded or the necessary elements (form/photos/product) are not submitted for analysis, Durametal will be exempt from any liability.

The warranty is covered against manufacturing defects. Misuse, improper installation, or improper application do not fall under the warranty replacement process.

VALID WARRANTY:

- If it is found that the product did not meet the quality standards defined by Durametal, the customer will be reimbursed with the purchase price of the product in the next order.

UNFOUNDED WARRANTY:

- Outside the warranty period of 03 months of use or 20,000 Km;
- Improper handling or use of the product;
- Defects caused by assembly failures or improper maintenance;
- Defects caused by adjustments not in accordance with the manufacturer's specification;
- Altered products (design violation);
- Wear or deformations considered normal to the application and time of use;
- Improper storage.

[ENG]