



**POWERING PROGRESS™**

**PROCEDURE FOR CLAIMING GATES WARRANTY:**

- a) *THE CUSTOMER MUST RETURN THE PRODUCT TO THEIR PLACE OF PURCHASE ('SUPPLIER') AS SOON AS THE WARRANTY CLAIM ARISES.*
- b) *THE GOODS MUST BE PROVIDED ALONG WITH THE ORIGINAL INVOICE/PURCHASE RECEIPT, RECEIPTS ASSOCIATED WITH ANY RELATED EXPENCES, AND A WRITTEN DESCRIPTION OF THE FAULT.*
- c) *THE SUPPLIER WILL CONTACT GATES CUSTOMER SERVICE DEPARTMENT (PER CONTACT DETAILS BELOW) TO LODGE THE WARRANTY CLAIM ON BEHALF OF THE CUSTOMER, AND WILL BE PROVIDED A WARRANTY CLAIM NUMBER (CALLED A PRR NUMBER) WHICH WILL ALLOW THE TRACEABILITY OF THE CLAIM THROUGH THE PROCESS.*

**GATES AUSTRALIA CUSTOMER SERVICE DEPARTMENT DETAILS:**

**BY EMAIL: [SOUTHPACSALES@GATES.COM](mailto:SOUTHPACSALES@GATES.COM)**

**BY PHONE: 03 9797 9688**

- d) *THE SUPPLIER WILL BE ASKED TO RETURN THE GOODS (CLEARLY MARKED WITH THE ALLOCATED PRR NUMBER) ALONG WITH ANY RELEVANT DOCUMENTATION (INCLUDING INVOICES, RECEIPTS, AND DESCRIPTION OF FAULT) FOR ASSESSMENT, AND WILL BARE THE ASSOCIATED COSTS OF TRANSIT.*
- e) *GATES WILL ASSESS THE PRODUCTS AND PROVIDE A FORMAL RESPONSE WITHIN 30 DAYS OF RECEIVING THEM. IN SOME INSTANCES, IT WILL BE NECESSARY FOR THE PRODUCTS TO BE SENT TO OVERSEAS GATES AFFILIATES FOR FURTHER TESTING AND ASSESSMENT. IN SUCH INSTANCES, THE RESPONSE PERIOD MAY BE EXTENDED.*
- f) *UPON COMPLETION OF THE ASSESSMENT, GATES AUSTRALIA WILL ADVISE THE SUPPLIER OF THE OUTCOMES OF WARRANTY CLAIM.*