

General Terms & Conditions – Warranty

The invoice issued by Albert Múhely Kft. shall also qualify as a mandatory warranty certificate and, as such, constitutes the basis and condition for enforcing the relevant rights.

Warranty claim form:

Albert Múhely Kft. provides a 12-month warranty on spare parts distributed by the company, starting from the date of purchase.

The customer may, at their discretion, request repair or replacement, unless fulfillment of the chosen request is impossible or would result in disproportionate additional costs for Albert Múhely Kft.

The customer is obliged to notify Albert Múhely Kft. of the defect immediately after its discovery.

Within six months from the date of performance, there are no additional conditions for enforcing warranty claims beyond notification of the defect, provided that the customer proves the product was purchased from Albert Múhely Kft. After six months from performance, the customer must prove that the defect already existed at the time of performance.

Identification of main engine components

(engine block, complete engine, cylinder head, crankshaft):

All main engine components distributed or refurbished by our company have a unique identification number and, except for crankshafts, are equipped with an overheating indicator fuse. This serves to indicate whether the vehicle's engine has been operated for a prolonged period above normal operating temperature. If the fuse has melted, it indicates improper use, resulting in the complete loss of warranty.

Warranty Conditions:

- The invoice issued for the purchase must be made out in the name of the person wishing to enforce the warranty
- The purchase must be proven with the original invoice
- In case of resale, a copy of the sales invoice is required
- Installation must be carried out professionally in an authorized workshop
- Installation must be proven by an invoice issued by the workshop
- The warranty report must be fully completed
- Installation must have been carried out in the appropriate vehicle
- All statutory requirements for installing the part must be met
- The part must have failed during normal use
- The warranty period calculated from the date of installation must not have expired
- In the case of main components, the unique identifiers must be clearly legible, and if the product group is equipped with a thermal fuse, the fuse must be intact

Warranty Conditions in Case of Consequential Damage:

In addition to the Warranty Conditions described above, claims for consequential damage may only be submitted if the dismantling/removal of the part is carried out under expert supervision in all cases. If the professional service removing the allegedly defective part does not request an expert and no representative of Albert Múhely Kft. is present, we are unable to compensate for consequential damage.

The cost of the expert requested for a consequential damage claim must be borne by the service workshop if the warranty claim is rejected due to improper installation or non-compliance with regulations. Furthermore, in the event of any warranty claim being rejected for any reason, the expert's costs must be borne by the service workshop.

The workshop is responsible for arranging the expert. If no expert is available, Albert Múhely Kft. may recommend an expert; however, the service workshop must pay the expert's costs, which will be reimbursed in the event of a positive assessment.

Warranty Exclusions:

- Incomplete or disassembled part
- Illegible unique identifier in the case of main components
- Melted thermal fuse in products equipped with such a fuse
- Competitive or racing use
- Improper installation
- External damage to the part
- Missing original documentation
- Failure to comply with a warranty recall affecting the product

Formal Requirements of the Warranty:

- Purchase proven by the original invoice
- Installation proven by the original invoice
- Completed warranty report enclosed with the part

Procedure for Warranty Assessment of the Allegedly Defective Part:

1. Notification obligation:

The customer must report the quality complaint using the form available on the website. The completed report must be printed, signed, and enclosed with the part. An installation invoice must be attached.

2. Disassembly of the damaged vehicle:

We reserve the right to inspect the installed part subject to the quality complaint, as well as any other damage to the vehicle, in its original, undismantled condition, either by ourselves or by involving an independent expert. If the vehicle is dismantled in such a way that our representative cannot be present, this shall be deemed as an irrevocable waiver of warranty rights (forfeiture of rights).

3. Examination of the allegedly defective part and operating conditions:

- Review of the warranty report
- Examination of the part, installation, and operating conditions based on documentation and statements
- Review of dismantling report and results, if justified by circumstances
- In the case of cylinder heads, melting of the thermal fuse clearly indicates improper use, resulting in the complete loss of warranty for the cylinder head, even if the coolant boils due to a defect in the cylinder head. The driver is obliged to notice the rising coolant temperature and must stop the vehicle immediately to prevent further damage.

4. Assessment:

- If all documents and information are available, the company will notify the customer of its warranty decision by email within 15 working days
- Rejection of the claim by email, specifying the reason for rejection
- Acceptance of the claim under the warranty obligation and determination of the compensation amount

Result of the Warranty Claim Assessment:

1. If the warranty claim is justified:

- Provision of a replacement part from the same manufacturer
- Activation of a credit for the purchase value of the part or payment of the amount

2. If the warranty claim is rejected:

- Return of the part to the customer, enclosed with the warranty report and the reason for rejection