

WARRANTY POLICY, REGISTRATION & CLAIM

FAQs

➤ *Warranty Policy for various brands*

- Please visit www.genrep.com for OEM Warranty Policy and Guidelines for brands represented by Genrep.

➤ *Warranty Registration for Engines & Generators Sold by Genrep*

- Warranty Registration form, for units sold by Genrep, is available at www.genrep.com and same needs to be uploaded on our website or sent to warranty@genrep.com
- For units NOT sold by Genrep kindly register the warranty with machine manufacturer directly or their dealership.
- For Marine engines (Propulsion & Auxiliary) please also forward sea trial report once available.

➤ *Warranty Claim Process*

- Only authorized Genrep dealers can submit the claim to Genrep in prescribed format and only for warranty work done by them.
- Claims are subject to warranty approval-based on warranty policy of both Genrep and the OEM wherever applicable.
- Dealers are expected to perform work on the unit after having a Purchase Order from customer and then later submit their claim to Genrep for approval and eventual credit once claim is approved.
 - If any confusion, on whether defect is warrantable or not, and for high value work, always ask for pre-authorization
- If dealer requires any part to attend the service work, then same need to be purchased from Genrep and once work is complete dealer should submit the claim form along with work / service report. Once report has been reviewed and claim is approved a credit will be issued.
- NO Parts will be supplied on FoC basis unless approved.
- If using any 3rd party subcontractors (only for non-engine related work), please make sure to justify their involvement and provide invoice for work done by them.
- Some dealers have multiple service locations, pls make sure that they are covered under dealership agreement as a service point for warranty work.

Disclaimer: Please note the links to OEM warranty policies are subject to change without notice.

Note: - This document is published only for information purposes and has no legal interpretation or sanctity.