

HALO PERFORMANCE

PRODUCT FAULT / WARRANTY CLAIM FORM

To be completed before a product can be assessed for an alleged fault

IMPORTANT: Completing this form starts our assessment process. It does not mean that a fault or warranty liability has been accepted. Please provide complete and accurate information, together with the requested evidence. Your statutory rights are not affected.

1. CUSTOMER AND ORDER DETAILS

Customer / contact name

Company name (if applicable)

Address

Postcode

Telephone

Email

Halo invoice / order number

Date purchased

Sales channel ☐ Halo website ☐ eBay ☐ Trade account ☐ Other: _____

2. PRODUCT DETAILS

Part number / SKU

Product description

Quantity affected

Batch / serial number (if shown)

Date received

Date fitted / first used

3. VEHICLE / APPLICATION DETAILS

Vehicle registration

Make and model

Year

Engine / variant

Vehicle mileage at fitting

Current vehicle mileage

Intended application

☐ Road ☐ Track day ☐ Motorsport ☐ Commercial ☐ Other: _____

4. INSTALLATION DETAILS

Who installed the product?

Name: _____

Installer type

☐ VAT-registered garage ☐ Qualified technician ☐ DIY / owner ☐ Other

Garage / business name

Address / telephone

Relevant qualification or experience

Installation date

Fitting invoice available?

☐ Yes ☐ No ☐ Not applicable

Manufacturer fitting instructions followed?

☐ Yes ☐ No ☐ Not supplied ☐ Unknown

Correct tools / torque settings used?

☐ Yes ☐ No ☐ Unknown

Pre-installation checks completed?

☐ Yes ☐ No ☐ Unknown

For brake components, please complete where applicable:

Hub mounting face cleaned and checked?

☐ Yes ☐ No ☐ Unknown

Hub run-out measured?

☐ Yes ☐ No Reading: _____ mm

Disc run-out measured after fitting?

☐ Yes ☐ No Reading: _____ mm

Wheel fasteners torqued correctly?

☐ Yes ☐ No Torque used: _____ Nm

Calipers / sliders checked for free movement?

☐ Yes ☐ No ☐ Not applicable

Pads renewed at the same time?

☐ Yes ☐ No Brand / type: _____

Bedding-in procedure followed?

☐ Yes ☐ No ☐ Not supplied ☐ Unknown

5. DESCRIPTION OF THE ALLEGED FAULT

Describe exactly what is believed to be faulty, including symptoms, location and circumstances:

Date first noticed

Mileage / hours when first noticed

Warning lights or diagnostic codes

Has use continued after discovery?

☐ No ☐ Yes, details: _____

Has anyone attempted a repair?

☐ No ☐ Yes, details: _____

6. USE, DAMAGE AND ALTERATIONS

- ☐ The product has NOT been modified, machined, drilled, painted, coated, dismantled or otherwise altered.
- ☐ The product HAS been altered. Full details are given below.
- ☐ The product has been subjected to impact, collision, kerb strike, overheating, contamination, misuse or abnormal load.
- ☐ The product has been used in competition, timed events or outside its advertised/intended application.
- ☐ None of the above applies.

Details, including dates and circumstances:

7. EVIDENCE CHECKLIST

Please attach clear, dated evidence where applicable. Insufficient information may delay assessment because we may need to ask for more details.

- ☐ Proof of purchase or Halo order number
- ☐ Clear overall photographs of the product
- ☐ Close-up photographs of the alleged fault
- ☐ Photographs of the product as installed
- ☐ Photographs of the surrounding assembly and the corresponding opposite side
- ☐ Installer invoice / job sheet
- ☐ Diagnostic or inspection report
- ☐ Measurements, including run-out, torque, clearances or wear readings
- ☐ Photographs of packaging and shipping damage, if relevant
- ☐ Any other evidence supporting the claim

8. RETURN AND INSPECTION

- Do not return a product until Halo Performance has issued return instructions or authorisation.
- The product should be returned complete, safely packaged and, where possible, in its original packaging.
- We may inspect, measure, test or obtain an independent technical opinion before reaching a decision.
- Please do not clean, repair or alter the alleged fault before inspection unless this is required for safety. Tell us if any work has already been carried out.
- If assessment does not identify a manufacturing or supply defect, reasonable return carriage, inspection or testing costs may be chargeable only where permitted and agreed or notified in advance.
- Nothing in this form excludes or restricts rights that cannot lawfully be excluded.

9. CUSTOMER DECLARATION

I confirm that, to the best of my knowledge, the information and evidence supplied with this claim are complete and accurate. I understand that:

- submission of this form does not itself establish that the product is faulty or that a refund, repair or replacement is due;
- damage caused by incorrect selection, fitting, adjustment, maintenance, misuse, accident, unauthorised modification, continued use after a problem became apparent, normal wear and tear, or use outside the product's intended application may not be a product defect;
- Halo Performance will consider the evidence and inspection findings before communicating the outcome; and
- deliberately false or misleading information may result in the claim being rejected, without affecting any rights that apply by law.

Customer name (print)

Signature

Date

10. FOR HALO PERFORMANCE USE ONLY

Claim reference

Date received

Return authorised by

Product received date

Inspection carried out by

Inspection date

Initial condition on receipt

Measurements / tests completed

Technical findings

Claim outcome

☐ Accepted ☐ Part accepted ☐ Rejected ☐ More information required

Remedy / action

☐ Repair ☐ Replacement ☐ Refund ☐ Return to customer ☐ Other

Reason and supporting evidence

Customer notified date

Authorised by

Form version 1.0 | Prepared for Halo Performance