

Bosch Spark Plugs – Professional Technician Warranty Claim Form

Today's Date: _____ Repair Facility Name: _____
 Contact Person: _____
 Street Address: _____
 City: _____ State: _____ Zip Code: _____
 Phone number: _____ Fax number: _____
 Email address: _____

Part/Vehicle Information

Bosch Part Name: _____ Bosch Part No.: _____
 Quantity: _____
 Vehicle Make: _____ Vehicle Model: _____
 Vehicle Year: _____ VIN No.: _____

(Usually found on left side of dashboard viewed through windshield)

Engine Cylinders: _____ Engine Displacement (size): _____
 Date Bosch product was installed: _____ Mileage Bosch product was installed: _____
 Date failure occurred: _____ Mileage failure occurred: _____

Describe events leading to failure, including diagnostic trouble codes or other relevant issues (Attached additional description if needed): _____

Indicate compensation requested:

Quantity ____ x \$ ____ / plug = \$ ____ Total Parts Hours ____ x \$ ____ / hour = \$ Total Labor Total Parts and Labor \$ ____

Please refer to the back of this form for details regarding maximum allowed payment per spark plug type.

Please use a suitable parcel carrier so you can track and trace your package and confirm delivery. Once Bosch has received the parts and supporting documents, it will take approximately 30 days to process your claim. Please send the following items to the address listed below:

- ▶ **Completed BOSCH Spark Plugs – Professional Technician Warranty Claim Form**
- ▶ **Alleged defective spark plugs**
- ▶ **Repair order from the initial installation**
- ▶ **Repair order from replacement installation**
- ▶ **Receipt showing proof of purchase of the product**

Ship to:
Robert Bosch LLC
AA/QMC-NA
14 Tower Lane
Docks 4-5-6
Oakbrook Terrace, Illinois 60181
USA



**BOSCH EVO/DOUBLE IRIIDIUM/ DOUBLE IRIIDIUM PIN-TO-PIN/IRIDIUM/DOUBLE PLATINUM/PLATINUM SPARK PLUG
LIMITED WARRANTY TO LICENSED AUTOMOTIVE REPAIR SHOPS**

Robert Bosch LLC (“Bosch”) warrants to all licensed automotive repair shops that all new Bosch EVO, Double Iridium, Double Iridium Pin-to-Pin, Iridium, Double Platinum and Platinum Spark Plugs (“Products”) will be free from defects in material and workmanship in accordance with the following:

This limited warranty is effective for a period of one (1) year from the date of installation (“Warranty Period”). Bosch will reimburse the Shop for the cost of the Product, in the amount of (A) up to \$16.99/plug for EVO, Double Iridium, Double Iridium Pin-to-Pin and Iridium spark plugs; (B) up to \$8.99/plug for Double Platinum spark plugs, and (C) up to \$4.99/plug for Platinum spark plugs, plus the normal and customary labor costs, at the rate up to \$75.00 per hour, incurred in installing the defective Product. All labor costs will be calculated so as not to exceed the standard labor times published by ALLDATA.

THIS LIMITED WARRANTY DOES NOT COVER the workmanship of any installer. **THIS LIMITED WARRANTY IS VOID** under the following circumstances:

- ▶ Failure to install the Product using a professional technician and a licensed automotive repair shop (“Shop”);
- ▶ Failure to follow the application recommendations printed in the Bosch catalog;
- ▶ Failure to change the spark plug within the recommended interval for spark plug changes published in the vehicle manual;
- ▶ Damage or failure caused by misuse, abuse, vandalism, negligence, modification, abuse, or improper application, installation or operation;
- ▶ Damage cause by water, fire, environmental hazard, force of nature or other impact outside of normal operating guidelines; and
- ▶ Damage or failure caused by unauthorized service or use of unauthorized parts.

Bosch reserves the right to make changes in design or improvements on its Product without creating or assuming any obligation to install or implement the same on any Products previously sold. In addition, Bosch may change this limited warranty policy at any time. Please refer to www.boschautoparts.com/spark-plugs for the most current version of this limited warranty policy.

TO THE EXTENT PERMITTED BY LAW, THIS LIMITED WARRANTY IS IN LIEU OF ALL OTHER EXPRESS OR IMPLIED WARRANTIES, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. BOSCH WILL NOT BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, SPECIAL OR EXEMPLARY DAMAGES OF ANY KIND, INCLUDING, WITHOUT LIMITATION, TELEPHONE CALLS, LOSS OF TIME, INCONVENIENCE AND LOST PROFITS. ALSO, TO THE EXTENT PERMITTED BY LAW, THIS WARRANTY SETS OUT YOUR EXCLUSIVE REMEDIES WITH RESPECT TO THE PRODUCT. NO ATTEMPT TO ALTER, MODIFY OR AMEND THIS WARRANTY SHALL BE EFFECTIVE UNLESS AUTHORIZED IN WRITING BY AN OFFICER OF BOSCH.

To obtain performance of this limited warranty, the Shop must submit a warranty claim to the Bosch QMC Department within thirty (30) days after discovery of the damage or Product failure and make the alleged defective Product available for examination and testing within fourteen (14) days thereafter. All warranty claims must be substantiated with the following:

- ▶ **Completed BOSCH Spark Plugs – Professional Technician Warranty Claim Form**
- ▶ **Alleged defective spark plugs**
- ▶ **Repair order from the initial installation**
- ▶ **Repair order from replacement installation**
- ▶ **Receipt showing proof of purchase of the product**

**Bosch QMC Department
1-800-732-6724**

Some states do not allow limitations on how long implied warranties last, or the exclusion or limitation of consequential or incidental damages, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights. You may also have other rights which vary from state to state.