

EBC Brakes Warranty

Automotive Disc Brake Pads

The EBC Brakes warranty covers defects in materials or workmanship only. Warranty is for replacement of similar product or refund of purchase value only excluding all labour and ancillary charges such as vehicle towing, fitting, inconvenience, purchasing of other manufacturers products and is good for a period of twelve months from date of purchase or 10,000 miles of highway use. Proof of mileage will be required. Warranty is invalid if product is used for taxi/hire car, racing, rally, drifting, trackday experience driving, or any other form of competition. There is absolutely no warranty on any EBC product for race use. Warranty does not cover brake noise or normal wear and tear. Some brake pad systems cause pads to wear faster than others. Drivers/users must assess the performance and durability of EBC Brakes products themselves if any EBC product is to be used in racing.

Automotive Disc Brake Rotors

Warranty is for replacement of similar product or refund of purchase value only excluding all labour and ancillary charges such as vehicle towing, fitting, inconvenience, purchasing of other manufacturers products and is valid for a period of six months from date of purchase or 10,000 miles of highway use. Warranty is invalid if product is used for racing, rally, drifting, track-day experience driving, or any other form of competition. There is absolutely no warranty on any EBC product for race use. Drivers/users must assess the performance and durability of EBC Brakes products themselves if any EBC product is to be used in racing.

No warranty is offered for brake vibration suffered due to uneven rotor thickness wear after incorrect installation of brake rotors. It is commonly known in the brake rotor business that accurate mounting and checking of runout on brake rotors is paramount at installation and in spite of necessary warnings many mechanics still see fit to ignore this warning and make no effort whatsoever to check rotor runout. This leads to brake vibration in the 3-5,000 miles lifetime period and is not a warrantable condition. The solution for vibration at this stage is to have the rotors turned or replaced and to thoroughly clean the mounting flange on the vehicle and carefully check for runout before returning the vehicle to service use.

How to proceed with a warranty claim

A proof of purchase receipt showing the date of purchase and mileage installed, endorsed by an independent mechanic who fitted the parts or a store staff member who sold you the parts will be required to be returned with all of the products purchased. To enable your vehicle to be used whilst your warranty claim is considered, should you need to purchase replacement parts, this must be done by purchasing the parts from EBC themselves. In the event of a successful compensation award, we will refund the credit card that you used to buy the replacement parts in full or part depending on the nature of the claim. EBC Brakes reserves the right to make full or partial compensation at its sole discretion depending upon the condition and mileage used of the returned suspect parts. For example, if you have used the product for several thousand miles and the defect is noticed, only a partial compensation may be offered.