

Warranty Documentation Checklist

Records to keep from delivery through installation, maintenance, and any claim

Customer: _____	Order / Invoice #: _____
Vehicle Year / Make / Model: _____	VIN: _____
Part Purchased: _____	Warranty Type: _____

Before You Begin: Complete records allow the Warranty Department to review a claim quickly. Missing documentation, continued vehicle operation, or unauthorized repairs can delay or void claim consideration.

1. SAVE AT THE TIME OF PURCHASE AND DELIVERY

- ☐ Original Car Part Headquarters invoice and proof of payment.
- ☐ Complete warranty terms issued with the order, including any extended parts-and-labor coverage.
- ☐ Order number, part description, mileage information, identification tag or stock number, and all photographs provided.
- ☐ Delivery paperwork and photographs of the part before installation.
- ☐ The vehicle VIN, current mileage, and customer contact information.

2. INSTALLATION DOCUMENTATION

- ☐ Complete installation and activate the warranty within 30 business days of delivery. *Retain activation confirmation.*
- ☐ Keep a paid, itemized installation invoice showing the repair facility name, address, phone number, date, VIN, mileage, and the engine or transmission installed.
- ☐ The invoice should list the thermostat and timing belt replacement when applicable, plus seals, gaskets, filters, fluids, cooler service, programming, and other installation work performed.
- ☐ Retain diagnostic reports identifying the original failure and documentation showing the cause was corrected.
- ☐ Keep scan reports, compression or oil-pressure results, cooler-flow records, programming reports, and photographs created during installation.

3. MAINTENANCE RECORDS

- ☐ For standard 12-month used-engine coverage, obtain an official oil-and-filter change invoice at the first 1,000 miles after installation. *Then follow the vehicle manufacturer maintenance schedule.*
- ☐ Follow any additional maintenance schedule stated in the specific extended warranty agreement purchased.
- ☐ Keep electronically generated commercial service records showing the service date, mileage, VIN, year, make, model, services performed, and proof of payment.
- ☐ Do not rely on handwritten notes or do-it-yourself maintenance records when the warranty requires commercial service documentation.
- ☐ Keep all oil, filter, coolant, transmission-fluid, fuel-filter, and other maintenance invoices for the entire warranty period.

4. IF A PROBLEM OCCURS

- ☐ Stop operating the vehicle as soon as the issue is identified. *Continued operation can cause additional damage and may void the claim.*

- ☐ Do not disassemble, repair, replace internal parts, or authorize teardown without written approval from the Warranty Department.
- ☐ Have the vehicle inspected by a repair facility and obtain a written diagnosis, diagnostic codes, test results, and itemized estimate.
- ☐ Take clear photographs and video of the part, identification tag, visible failure, leaks, warning lights, and test results when applicable.
- ☐ Keep the defective part and all related components available for inspection or return if requested.

5. CLAIM SUBMISSION PACKAGE

- ☐ Completed Car Part Headquarters Warranty Claim Submission Form. *Email the complete package to warranty@carparthq.com.*
- ☐ Copy of the paid installation or diagnostic invoice.
- ☐ Order or invoice number and complete customer contact information.
- ☐ Vehicle year, make, model, engine size, and complete VIN.
- ☐ Installation date, mileage at installation, and mileage when the issue occurred.
- ☐ Detailed description of the issue, warning lights, diagnostic codes, leaks, smoke, noises, and whether the vehicle was driven after the issue began.
- ☐ Repair-shop name, address, technician name, phone number, and email address.
- ☐ Required photographs, video, diagnostic test results, and all maintenance records.
- ☐ Submit requested documentation within five business days during the claim process. *Incomplete or late documentation may result in denial under the warranty terms.*

Before Any Warranty Repair

- All warranty repairs, teardown, and internal inspection require prior written authorization.
- Standard 365-day parts coverage does not include labor, towing, rental vehicles, freight, or consequential expenses unless separate written coverage applies.
- Coverage is limited to the terms on the invoice and applicable warranty agreement; accessories, wiring, sensors, seals, gaskets, and filters may be excluded.

WARRANTY CONTACT

- ☐ Email: warranty@carparthq.com
- ☐ Phone: (830) 999-7278
- ☐ Include the order or invoice number in the subject line of every warranty email.

This checklist is a general installation aid. Always follow the vehicle manufacturer service manual and the warranty terms issued with the order. If the documents conflict, the invoice and applicable written warranty terms control.