

## Ketulla After Sales Service

Quality is enterprise in foreign trading business. With 23 years' export experiences, now we're confident and proud to offer all our global customers with such special terms and conditions:

If the brake pad has any major quality problems (such as the friction material is disconnected from the steel back, the friction block is split, the steel back is broken) We will assume full responsibility and costs and re-issue the entire quantity of products to our customers free of charge.

Other than that, please refer to our service terms in details below.

### Quality Standards Ketulla Following With

Customers always concern about the quality assurance, but we think we should let you know how we control quality problems, such as brake pads squeaky, dust. Ketulla, we consider the quality as our life of company, so we strictly follow below quality standards:

- 1) National standard GB5763
- 2) International quality standard: IATF 16949
- 3) International specific standard European Union R90 (Emark)
- 4) Quality Classification as per the following three definitions

**Class A:** We cannot guarantee 100% that the quality of our products is very good, but the most important thing is that our partners are very pleased that we always face the problems with you, have the courage to take responsibility, and react quickly to solve all the problems, this is our attitude, because we are a team.

**Class B: Lack of accessories:** as you know, we will analysis your order products list, including the code, the dimensions, the accessories. all accessories will in accordance with our drawing of each model, if the drawing with accessories, then it include accessories, if without, there is no accessories, you can ask us for extra accessories if you need.

**Class C: Squeaky of installation:** There are many reasons for this to happen.

1. We should check the brake disc of the vehicle for damage;
2. Brake pads and brake discs directly have foreign bodies and other reasons, about this situation, please check our blog for more details

### Solutions For Various Defects

Buyer's Work:

#### **Ketulla Automotive Parts Limited**

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+86 633 5313-501 [garryhenaijun@gmail.com](mailto:garryhenaijun@gmail.com) [www.ketullabrakes.com](http://www.ketullabrakes.com)

In order to solve the problems faster, please offer us such information including belows:

Send full information, including Quality Problems description, order number, Videos&photos, brake pads types.

Seller's Work :

- 1) Lack of accessories: If it is less than 5 sets, we will provide free spare part for buyer to fix, we will undertake all cost.
- 2) If caused by shipment, we will send you the same quantity products to see together with next order,
- 3) if caused by the quality, do not worry, all cost we will bear to send you all order quantity freely.

## Warranty For brake pads

Ketulla offer you 30000~50000 Km lifespan for your custom brake pads, including the accessories on the pads, Normally, Our warranty period is also determined by driving habits and road conditions, and we should define it according to the actual situation.

**The Seller Shall Not Be Liable For Any Damage Caused In  
Transportation.**

## Validity Of Agreement

This Agreement will come into effect on the production finish date.

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