



TERMS & CONDITIONS OF SALE

This document sets out the full terms and conditions of sale between Engine Hero (Pty) Ltd and the customer. By placing an order, paying a deposit, or signing for delivery, the customer confirms acceptance of these Terms.

1. INTRODUCTION

These Terms cover every engine, gearbox, and component we sell — whether you're buying for yourself, for a workshop, or on someone else's behalf. When you place an order, pay a deposit, or sign for delivery, you're confirming you've read and accepted these Terms. Together with your invoice and any signed delivery or warranty document, this forms our full agreement.

2. PRODUCTS, PRICING & VAT

All prices quoted on www.enginehero.co.za, on social media platforms, on quotations, on invoices, or in any other communication are quoted in South African Rand (ZAR) and are inclusive of Value Added Tax (VAT) at the prevailing rate, unless explicitly stated otherwise.

Prices may change without notice. The price binding on a sale is the price reflected on your final tax invoice.

Where a price displayed online or on a marketplace listing is materially different from our intended price (for example, an obvious typographical error), Engine Hero reserves the right to decline the order and refund any deposit received.

3. ORDERS, QUOTATIONS & PAYMENT

Quotations are valid for 7 days from the quote date, unless a different validity period is specified on the quote itself. Stock availability is not reserved by a quotation; reservation requires payment of the full purchase price or an agreed deposit.

We accept payment by EFT, card, or any other method we approve in writing. Goods remain the property of Engine Hero (Pty) Ltd until the full purchase price has been received in our bank account, regardless of whether the goods have already been collected, delivered, or fitted.

Where a deposit has been paid against an engine, gearbox or component that is correctly supplied per the customer's specification, that deposit is non-refundable if the customer subsequently cancels.

4. DELIVERY, COLLECTION & ACCEPTANCE

Goods are sold ex-works from our premises at Unit 2, 18 Taurus Road, Brackenfell. Risk in the goods passes to the customer at the point of collection or upon handover to a courier or delivery driver, whichever is earlier.

Inspect the goods before signing for delivery, or before loading on collection. Once accepted, external and auxiliary parts cannot be swapped or queried.

Where delivery is arranged by a courier, freight company, or driver acting on the customer's behalf, the signature of that person on the delivery note or invoice binds the customer who pays — whether that is the end user or the workshop.

5. USED IMPORT ENGINES

You are buying a **used, imported engine, gearbox, or component**. While every unit is inspected and prepared before sale, used mechanical goods carry inherent risk. **Strict compliance with the fitment rules and customer responsibilities below is a condition of any warranty claim.**

6. WARRANTY PERIODS

Engine Hero offers the following standard warranty periods on goods correctly fitted in line with these Terms. Each warranty period runs from the invoice date, and only activates if the fitment inspection is done within 7 days of the invoice date.

- **Petrol engines:** 90 days from the invoice date.
- **Diesel engines:** 30 days from the invoice date.
- **Performance / turbo engines:** 7-day start-up warranty from the invoice date.

- **Gearboxes:** 30 days from the invoice date (see clause 9 for gearbox-specific terms).

Engine warranty periods cover engine internals only — not turbos, alternators, starters, power-steering pumps, clutches, flywheels, injectors, solenoids, pulleys, covers, manifolds, sensors, plug leads, or distributor caps.

7. REMEDY UNDER WARRANTY

Where a warranty claim is upheld, Engine Hero may, **at our sole discretion**, repair the unit, supply a like-for-like replacement, or refund the **purchase price of the engine only**. Where a refund is given, it covers the purchase price of the engine itself — **courier, freight, pallet, and packaging costs are excluded** and are not refundable. **The customer is not entitled to elect between these remedies.**

8. ENGINE FITMENT RULES

The engine warranty only activates if all of the following fitment rules are met. Failure to meet any one rule voids the engine warranty in full.

8.1 RMI-Registered Workshop

The engine must be fitted by an RMI-registered workshop within 7 days of the invoice date. If you require additional time, you must request an extension in writing before the 7-day period expires, and we must agree to that extension in writing.

8.2 Mileage Photographs

A photograph of the vehicle's mileage is required both pre-fitment and post-fitment. These photographs must be sent to Engine Hero within 7 days of the invoice date.

8.3 Fitment Inspection

The vehicle must be returned to our premises for a free fitment inspection within 7 days of the invoice date. The warranty only activates once this inspection is done within that period.

Customers more than **100 km from our premises** may prearrange a photographic fitment inspection in writing. Approval is at Engine Hero's discretion and must be confirmed before fitment commences.

8.4 Service Parts to be Replaced

All of the following must be replaced with new parts at the time of fitment:

- All oil seals
- Engine oil and oil filter (manufacturer specification only)
- Fuel filter and air filter
- All belts; cambelt and tensioner
- Welch plugs
- Spark plugs (petrol) or glow plugs (diesel)
- **Thermostat** and radiator cap
- **Brand-new water pump** — never use a second-hand water pump.

8.5 Cooling & Intake

The radiator must be cleaned, flushed, and pressure-tested at a recognised radiator specialist, or replaced. For turbo engines, the same requirement applies to the intercooler.

The oil cooler must either be fitted new, or cleaned, flushed, and pressure-tested. Never bolt the old oil cooler onto a new engine.

The intake manifold must be cleaned with compressed air. Debris from the old engine voids the warranty.

8.6 Diesel-Specific Requirements

Before fitment, **all diesel injectors must be tested, calibrated, or replaced** by a diesel-injection specialist, and the diesel pump timing must be set to manufacturer specification. The injector test report must be retained and sent to Engine Hero with the fitment photos.

Use only standard automotive diesel from a recognised service station (Shell, Engen, Caltex, BP, Sasol or similar). Recycled, homemade, illuminating paraffin or contaminated diesel destroys the injection system and voids the warranty.

8.7 Petrol-Specific Requirements

Before fitment, **all petrol injectors must be tested and cleaned** by a qualified specialist. Failure to service the petrol injectors before fitment, where this contributes to a fault, voids the warranty.

8.8 Heat Tab

Every engine carries a tamper-evident **heat tab** fitted and photographed by Engine Hero at the point of sale. Tampering with, removing, damaging, or causing the tab to expand automatically voids the warranty. An expanded heat tab indicates the engine has overheated.

8.9 Pre-Start Procedure

Do not start the engine until oil pressure has built up and the oil-pressure light has gone off. Cranking before oil pressure is established causes immediate bearing damage and is a customer-side fault.

8.10 Photographic Proof of Fitment

Within 7 days of the invoice date, the customer must send Engine Hero (by WhatsApp or email) photographs of all replaced service parts, the radiator-shop slip, the diesel-injector test report (if applicable), and the pre- and post-fitment mileage photographs. **No photos = no warranty.**

8.11 Ongoing Servicing During the Warranty Period

The customer must **service the engine oil and oil filter every 5,000 km during the warranty period** using manufacturer-specification oil, and retain the service slips as proof. Failure to do so voids the warranty.

9. GEARBOXES

This clause applies only where the goods sold include a gearbox. The gearbox warranty is separate from any engine warranty and stands or falls on the gearbox-specific terms set out below.

9.1 Gearbox Warranty Period

30 days from the invoice date, separate from any engine warranty. The gearbox warranty only activates if the fitment inspection is done within 7 days of the invoice date.

9.2 Gearbox Fitment Rules

The gearbox warranty only activates if all of the following are met. Failure on any one rule voids the gearbox warranty in full.

- The gearbox is fitted by an RMI-registered workshop within 7 days of the invoice date.
- **A new spigot shaft bearing/bush** is fitted.
- All gearbox and differential seals are renewed, including side-shaft seals and diff seals at the front and rear.
- The prop shaft is balanced.
- The filter nut is checked.
- **Manufacturer-specification oil** is used, filled to the correct quantity.
- Gearbox, differential, and engine mountings are checked and perished mountings are replaced.
- Photographic proof of the above is sent to Engine Hero within 7 days of the invoice date (the same 7-day photo-proof rule that applies to engines).

9.3 What Voids the Gearbox Warranty

The gearbox warranty is void in any of the following circumstances:

- **A gearbox run dry**, with insufficient oil, with overfilled oil, or with wrong-grade oil.
- Gearbox stripped, dismantled, modified, or misused.
- Gearbox not fitted in accordance with clause 9.2.
- Gearbox not returned for fitment inspection within 7 days of the invoice date.
- Gearbox not fitted by an RMI-registered workshop.
- Photo proof not sent within 7 days of the invoice date.
- Anyone opens or strips the gearbox without Engine Hero's written go-ahead.

10. CUSTOMER RESPONSIBILITIES

In addition to the fitment rules, the customer is responsible for:

- Confirming a working temperature gauge, oil-pressure light, and **viscous / cooling fan** before fitment.

- Checking the sump for cracks or dents before fitment. Sumps are not warranted — use your old one if it is in better condition.
- Checking and replacing perished engine and gearbox mountings.
- Using only manufacturer-specification engine oil.
- **Servicing the engine oil and oil filter every 5,000 km during the warranty period** and retaining the service slips.
- Registering the engine number at the relevant traffic authority no later than 21 days after the warranty period has expired.
- Keeping the vehicle **100% stock-standard**. Tuned ECUs, upgraded turbos, upgraded injectors, or any performance modification void the warranty.

11. WHAT'S NOT COVERED

The Engine Hero warranty does not cover:

- Labour costs of any kind.
- Towing, breakdown recovery, or vehicle hire.
- Downtime, loss of business, lost income, or other consequential or indirect losses.
- **Transport, freight, courier and recovery costs** to return goods to Engine Hero for inspection, repair or exchange — these are for the customer's account.
- External or auxiliary parts (turbos, alternators, starters, power-steering pumps, clutches, flywheels, injectors, solenoids, pulleys, covers, manifolds, sensors, plug leads, distributor caps, plastics, electronic components, or similar).
- Damage caused by misuse, over-revving, overheating, contaminated fuel, incorrect oil, or non-stock modifications.

Engine Hero's total liability under any warranty claim is capped at the purchase price of the goods themselves.

12. IF YOU THINK SOMETHING'S WRONG WITHIN THE WARRANTY PERIOD

Stop driving immediately and notify Engine Hero in writing within 24 hours.

Do not strip, dismantle, or open the engine or gearbox, and do not allow anyone else (including your workshop) to do so without our written go-ahead. If anyone opens the unit before Engine Hero has inspected it, we cannot assist with the warranty claim.

We can only assist with goods that are within their stated warranty period.

13. RETURNS & REFUNDS

Returns must be authorised by Engine Hero in writing before any engine is sent back. A refund is only available where ALL of the following are met:

- The engine was correctly supplied (it was the correct engine, working, and as described);
- The engine is returned to Engine Hero's premises within 7 days of the invoice date;
- **The engine has NOT been fitted to a vehicle;**
- The engine is in the exact original condition in which Engine Hero supplied it — every nut, bolt, sensor, accessory and (for diesel) injector in place, the heat tab unexpanded, and matching the photographs taken at the point of sale.

A handling fee of 20% applies to these correctly-supplied returns. Approved refunds are processed within 10 working days of the engine being received and verified by Engine Hero, **by EFT only into the bank account that paid — no cash refunds.**

No refund will be issued where the engine has been fitted to a vehicle (whether or not it was later removed), is returned more than 7 days after the invoice date, or is found on inspection to be damaged, tampered with, incomplete, or otherwise not in the condition in which it was supplied. Fitting an engine and later deciding it is not wanted does not qualify for a refund.

A defective engine or an engine genuinely not as described is dealt with as a warranty claim under clauses 6 and 7 of these Terms, not as a voluntary return under this clause.

14. STORAGE OF VEHICLES

Vehicles brought to our premises for fitment inspection or warranty claims are at the owner's risk. Please remove all valuables before leaving a vehicle on our premises.

Vehicles brought in for warranty claims must be collected within 3 days of the claim being concluded. After 3 days, a storage fee of R150 per day will apply until the vehicle is collected.

15. WORKSHOPS, COURIERS & THIRD-PARTY COLLECTION

Where a workshop purchases goods for fitment to an end customer's vehicle, the workshop is the buyer for the purposes of these Terms. The workshop is responsible for the fitment, the warranty administration, and the customer-facing communication.

Signature on the delivery note or invoice binds the customer who pays — whether that is the end user or the workshop. Where a courier, freight company, or driver collects on the customer's behalf, their signature has the same binding effect.

16. WHAT VOIDS YOUR ENGINE WARRANTY

The engine warranty is void in any of the following circumstances (gearbox voids are listed in clause 9.3):

- The engine is stripped, dismantled, modified, overheated, over-revved, or otherwise misused.
- The vehicle is not returned for fitment inspection within 7 days of the invoice date, or a photographic inspection has not been prearranged for customers more than 100 km from our premises.
- The engine is fitted by a workshop that is not RMI-registered.
- Any of the prescribed service parts are not replaced, or photographic proof is not sent within 7 days of the invoice date.
- The heat tab is tampered with, removed, damaged, or expanded.
- The vehicle is not 100% stock-standard.
- Anyone opens the engine without Engine Hero's written go-ahead.
- The pre-start oil-pressure rule is not followed.
- A second-hand water pump is fitted, or the radiator, oil cooler, or intercooler is not flushed.
- (Petrol) Injectors are not serviced and cleaned before fitment.
- (Diesel) Untested or faulty injectors are fitted, or the pump timing is not set to specification.
- Oil and filter not serviced every 5,000 km during the warranty period.

17. LIMITATION OF LIABILITY

Engine Hero's total liability arising from the sale, fitment, or use of any goods supplied is limited to the purchase price of the goods in question. Engine Hero is not liable for any indirect or consequential loss — including loss of income, profits, business opportunity, towing or recovery costs, vehicle hire, or downtime.

18. YOUR INFORMATION

We collect your contact details, business details, plus we may require your engine or VIN number to establish which engine code you require. Your contact details could be used to prepare your quote, invoice, process engine clearance, support your warranty, or to stay in touch with you about your transaction. We also keep these records to meet our tax and reporting obligations.

We don't sell your information. We may share it only with our couriers (to deliver the engine), our banks and payment processors (to clear payment), or our auditors (where reasonably needed for our financial records).

For full detail on how we process your personal information under POPIA — including the lawful basis, retention periods, your rights, and how to contact our Information Officer — please refer to our Privacy Policy.

To access, correct, or remove your information, email warranty@enginehero.co.za.

19. IF THERE'S A PROBLEM

Got a problem? Email warranty@enginehero.co.za and we'll work with you to sort it out. South African law applies.

Nothing in these Terms limits your rights under the Consumer Protection Act; where a term conflicts with the Act, the Act prevails.

20. GENERAL

If any provision of these Terms is found to be invalid or unenforceable, the remaining provisions continue in full force and effect.

These Terms, together with the customer's invoice and any signed delivery, fitment, or warranty document, constitute the full agreement between Engine Hero and the customer. No oral undertaking, side agreement, or representation overrides these Terms unless reduced to writing and signed by an authorised representative of Engine Hero.

Engine Hero may amend these Terms from time to time. The version published on www.enginehero.co.za at the date of your invoice applies to that transaction.

21. CONTACT

Engine Hero (Pty) Ltd

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— End of Terms & Conditions —