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Oilflow Claims Policy

Oilflow carries a “No Nonsense Warranty” on all lubricants, so long as the product was used as recommended and for its intended purpose.

Step 1 - Please contact Oilflow immediately at info@oilflow.co.za and 011-827-5848.

Step 2 - Please submit this form to Info@oilflow.co.za along with any photos or other evidence.

Your full name: _____

The company you represent, if necessary: _____

Your Identity number or business registration number: _____

Telephone number (home) _____ **(Work)** _____

In your own words, please describe how the product was used and how it failed: _____

Product name and batch number: _____

Make and model of motor or part this product was used in: _____

Physical address where sample can be collected for testing: _____

TERMS AND CONDITIONS:

Oilflow will test the product you used against the sample we have from the matching batch number on your product. This will be sent to an independent laboratory for a comprehensive test for product failure and contamination. The test results will be shared with yourself and Oilflow will also provide you with a results report.

Full names: _____

Sign: _____

Please note, Oilflow is insured against claims third party claims, who will on occasion require further information.

