

Bryan @ Z1

From: "Brian Shimizu" <brians@greddy.com>
To: "Bryan @ Z1" <Bryan@z1motorsports.com>
Sent: Thursday, October 08, 2009 7:29 PM
Subject: Re: Pro Fec B Question

Bryan,

After speaking to my co-workers, it has been brought up to my attention that there was a customer that called in yesterday or a couple days ago regarding this issue. It could very well be the same customer we are dealing with. What my co-worker informed him was that since these are made in Japan and distributed worldwide, everything is written in Japanese, including the warranty card. In no way would we be selling black market products to our dealers and consumers. Everything that is shipped to our Authorized Dealer, such as Z1 Motorsports is 100% authentic.

As for warranty, this customer was informed that as long as he has proof of purchase from an authorized dealer, this product will be covered under the standard 1 year warranty. The procedure has not changed. Like you mentioned, Brian D will be able to assist you with any warranty issue or technical problems you may have.

Should you have further problems, please feel free to contact me.

Sincerely,

Brian Shimizu

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----- Original Message -----

From: [Bryan @ Z1](#)
To: [Brian Shimizu](#)
Sent: Thursday, October 08, 2009 3:22 PM
Subject: Pro Fec B Question

I've got a customer who has complained that the only warranty registration included with his Pro-Fec B is in Japanese and says "Valid Only In Japan" on it. This has never been an issue before and we've never had any issues getting warranty claims handled through Brian D. That said, this issue has now hit the forums and I have one particular person calling us (Z1) out claiming that we are selling "black market" greddy products and that because there is not a US Warranty card the product was not supposed to be sold in the U.S. market.

All of the Greddy products that we stock, have stocked, or sold have been purchased either through you in California or Chris G. in New Jersey when that warehouse was open.

I would like so clarification about this warranty card issue so that I can free myself from having to reply to this one man crusade against Z1.

Thanks,
Bryan Crawford

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