

Warranty and Complaint Policy

- 1.1 The goods are guaranteed by the supplier:
- for spare parts for engines and gearboxes, excluding cylinder liners and their components 12 months
 - for turbochargers, pumps and hydraulic components (control blocks, fuel pumps, water pumps, oil pumps) 12 months
 - for embedded engine cylinders and their components, air and liquid brake cylinders 12 months
 - for alternators, starters (including their components) 12 months
 - for rubber parts (o-rings, cuffs, silentblocks,...) 12 months
 - for ploughs, subsoilers, compactors 12 months
 - for overhauled engines 9 months
 - on new engines and tractors 24 months or 1200 Mths, whichever comes first
 - for tyres and tubes 24 months
 - for protectors 6 months
 - on batteries 24 months
 - for repaired spare parts (alternators, power steering starters, etc.) 6 months
 - for consumer goods (end user) 24 months
 - for other unlisted spare parts 24 months
 - goods subject to resale are guaranteed 12 months
- 1.2 The warranty period begins on the date of receipt of the goods by the customer, i.e. on the date indicated on the tax document, which also serves as the warranty certificate.
- 1.3. By guaranteeing the goods, the Supplier undertakes that the goods, unless they are declared as used, will be fit for operation under the conditions specified by the manufacturer or under the conditions of normal use. The guarantee is subject to regular routine maintenance.
- 1.4. The warranty does not cover defects caused by improper installation, improper operation, improper handling or damage caused by electrostatic discharge. The warranty also does not cover damage to the goods due to excessive mechanical wear and tear.
- 1.5. The warranty also does not cover defects caused by the use of incorrect or other than manufacturer or dealer recommended installation procedure. The seller shall be liable for damages caused by a defective product up to the value of the goods.
- 1.6. The warranty does not cover damage caused by natural disaster, violent damage, weather conditions or operation under extremely unusual conditions.
- 1.7. The guarantee is void in the event of unauthorised intervention (damage to the seal).
- 1.8. Warranty repairs are accepted at the Supplier's premises; in the event of the Customer's request for service intervention at the place of installation, this will be carried out by prior arrangement for a fee.
- 1.9. In the case of a Buyer who proves and proves to the Seller that he is an entrepreneur by ordering goods, the provisions of the Commercial Code shall apply to the legal relations arising from the purchase contract concluded in this way. The buyer thus simultaneously assures the seller that he is not in the position of a consumer.

Complaints Procedure

- 2.1. When claiming goods, the customer is obliged to prove the purchase of the goods from the supplier with a tax document, where the catalogue number of the claimed goods is indicated.
- 2.2. The Supplier shall not be obliged to accept the goods for the settlement of a claim if the Customer does not hand them over with all parts and accessories.
- 2.3. The customer is informed of the outcome of the complaint in the manner agreed with the supplier (by telephone, fax, written e-mail).
- 2.4. In the case of repairs to the subject of the complaint, the work and materials are guaranteed for a period of 6 months.
- 2.5. The time limit for handling a complaint is set by the Commercial Code at 30 days, unless otherwise agreed with the customer.