

VDL Weweler

General Warranty and Liability Statement



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Address

VDL Weweler bv (*hereinafter called "VDL Weweler"*)
Ecofactorij 10
7325 WC Apeldoorn
The Netherlands
Phone: 0031-(0)55-5385100
Internet: www.vdlweweler.nl
Email: info@vdlweweler.nl

General warranty conditions

VDL Weweler warrants all in house manufactured products and all non-VDL Weweler components needed to complete a VDL Weweler product, for a period as per listed in the "Warranty tables" in this document. Products for trials and tests are not included in this Statement.

Warranty only applies to system component parts that have been assembled according to current VDL Weweler instructions¹ and installed by the original equipment manufacturer (OEM).

System component parts must be properly maintained (*as prescribed in the VDL Weweler "Maintenance and Installation" manual¹*) and have to be used in the recommended application and within the rated capacities (*as described in the VDL Weweler Catalogue²*).

All non-approved applications must receive written approval from VDL Weweler in order to be covered under warranty.

VDL Weweler has the sole discretion and authority to approve or reject any warranty claim, repair or replacement of the component(s).

¹ Available on the VDL Weweler website. (www.vdlweweler.nl)

² To be obtained by contacting VDL Weweler.

Warranty evaluation and processing procedures

- Please contact VDL Weweler in case of questions (*Worldwide 0031-(0)55-5385100*).
- Prior to the warranty repair or replacement of suspension systems or parts, the warranty claim must be acknowledged by VDL Weweler in writing.
- Components to be returned under warranty must be accompanied by a warranty claim number. This number can be obtained by contacting VDL Weweler's Quality department.
 - If it concerns a warranty claim, please e-mail to: aftersales@vdlweweler.nl
 - If it concerns a 0 km claim (new part), please e-mail to: quality@vdlweweler.nl
- In case of a claim please inform VDL Weweler without any delay and when it concerns a warranty claim please do so with comprehensive background information, by using the 'Warranty Application Form' as shown in Appendix A.
- VDL Weweler will provide initial response no later than within 3 working days. In case claimed parts need to be physically investigated or examined, VDL Weweler will provide at least a preliminary statement of the evaluation within two weeks.
- Parts returned with a warranty claim number must be sent prepaid in accordance with standard VDL Weweler terms and conditions. VDL Weweler will refund the customer for the freight charges if the claim is accepted. This refund can be either as a credit note or through balancing of recent orders.
- Parts returned to VDL Weweler for inspection will not be returned to the customer unless requested within a 30 day period. Customer will be liable for the transport cost incurred.
- Only original VDL Weweler components or components approved by VDL Weweler, may be used to repair VDL Weweler systems.
- Components provided at no charge have no warranty.
- Warranty is only valid for the first purchaser.

Warranty exclusions

The following claims will result in exclusion from warranty.

Any claims that are the result of...

- Product(s) not being maintained in accordance with the VDL Weweler service schedule.
- Incorrect handling, abuse or neglect. (*example: overloading*)
- Modifications not approved prior in writing by VDL Weweler.
- Using non-approved VDL Weweler parts/ products.
- Repairs undertaken by unauthorized parties.
- Any type of accident or act of omission.
- Normal wear and deterioration

Warranty coverage

VDL Weweler warranty coverage begins at the date of registration and ends when the time period specified in the warranty tables is reached or at 250.000 kilometers (*whatever comes first*). Contact VDL Weweler to get your customer specific warranty coverage. The general conditions and comments are described in the following warranty tables.

Warranty tables

Unless agreed otherwise, periods as described in these “Warranty tables” are VDL Weweler’s general terms and apply to “highway” use only. For off-road use, please contact VDL Weweler.

Table 1: warranty table air suspension parts

Item description	Zone ³ 1	Zone 2	Zone 3	Comments
Air suspension parts				
Hanger bracket & Pedestal (All types)	Parts: 2 Years. Labor: 2 Years.	Parts: 1,5 Years. Labor: 1,5 Years.	Parts: 1 Year. Labor: 1 Year.	
Trailing arm + silentbloc (All types)	Parts: 2 Years. Labor: 2 Years.	Parts: 1,5 Years. Labor: 1,5 Years.	Parts: 1 Year. Labor: 1 Year.	
Axle seat & U-bolt plate (All types)	Parts: 2 Years. Labor: 2 Years.	Parts: 1,5 Years. Labor: 1,5 Years.	Parts: 1 Year. Labor: 1 Year.	Only VDL Weweler welding will be warranted.
Offset plate (All types)	Parts: 2 Years. Labor: 2 Years.	Parts: 1,5 Years. Labor: 1,5 Years.	Parts: 1 Year. Labor: 1 Year.	
U-bolt(s) (All types)	Parts: 2 Years. Labor: 2 Years.	Parts: 1,5 Years. Labor: 1,5 Years.	Parts: 1 Year. Labor: 1 Year.	
Shock absorber (All types)	Parts: 2 Years. Labor: 2 Years.	Parts: 1 Year. Labor: 1 Year.	Parts: 1 Year. Labor: 1 Year.	
Air spring (All types)	Parts: 2 Years. Labor: 2 Years.	Parts: 1 Year. Labor: 1 Year.	Parts: 1 Year. Labor: 1 Year.	

³ Specific regions in the world. (See “Warranty zones”)

Table 2: warranty table axle and components

Item description	Zone 1	Zone 2	Zone 3	Comments
Axle and components				
(VDL Weweler) axle tube	Parts: 2 Years. Labor: 2 Years.	Parts: 1,5 Years. Labor: 1 Year.	Parts: 1 Year. Labor: 1 Year.	Includes spindle and torque plate.
Caliper	Parts: 2 Years. Labor: 2 Years.	Parts: 1,5 Years. Labor: 1 Year.	Parts: 1 Year. Labor: 1 Year.	
Rotors/ drum	Parts: 2 Years. Labor: 2 Years.	Parts: 1,5 Years. Labor: 1 Year.	Parts: 1 Year. Labor: 1 Year.	
Hub	Parts: 2 Years. Labor: 2 Years.	Parts: 1,5 Years. Labor: 1 Year.	Parts: 1 Year. Labor: 1 Year.	
Actuator	Parts: 2 Years. Labor: 2 Years.	Parts: 1,5 Years. Labor: 1 Year.	Parts: 1 Year. Labor: 1 Year.	
Wheel bearings	Parts: 2 Years. Labor: 2 Years.	Parts: 1,5 Years. Labor: 1 Year.	Parts: 1 Year. Labor: 1 Year.	

Note: The type shield of every VDL Weweler axle describes the maximum allowed load. Exceeding this value results in loss of warranty.

Table 3: warranty table axle lift and components

Item description	Zone 1	Zone 2	Zone 3	Comments
Axle lift and components				
Brackets (All types)	Parts: 2 Years. Labor: 2 Years.	Parts: 1,5 Years. Labor: 1 Year.	Parts: 1 Year. Labor: 1 Year.	
Air spring (All types)	Parts: 2 Years. Labor: 2 Years.	Parts: 1 Year. Labor: 1 Year.	Parts: 1 Year. Labor: 1 Year.	

Table 4: warranty table additional components

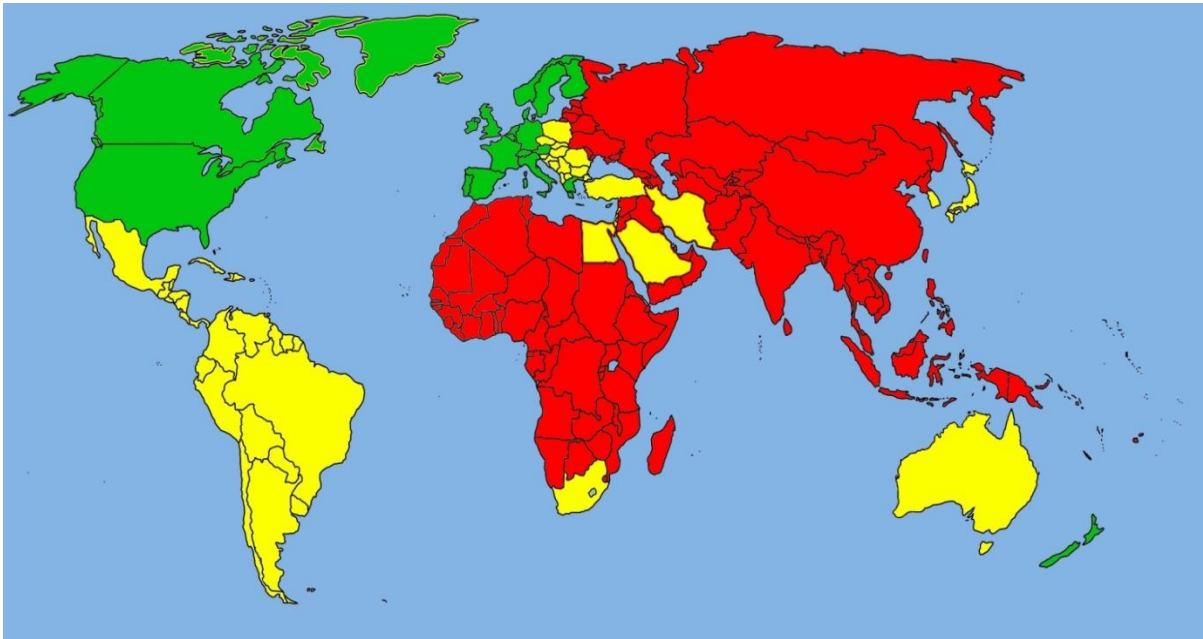
Item description	Zone 1	Zone 2	Zone 3	Comments
Additional components				
All fastening material⁴	Parts: 2 Years. Labor: 2 Years.	Parts: 1,5 Years. Labor: 1 Year.	Parts: 1 Year. Labor: 1 Year.	Includes all bolts, rings and nuts needed for VDL Weweler products.

Labor

Please contact VDL Weweler for your specific labor cost compensation scheme.

⁴ Warranty only applies if tightened according to VDL Weweler specifications.

Warranty zones



ZONE 1: GREEN

ZONE 2: YELLOW

ZONE 3: RED

Note: The area of operation determines which zone and thus warranty conditions to use. In case the area of operation spreads over multiple zones, the zone where the claim arose is leading.

Product liability

VDL Weweler can only be held liable up to the maximum amount covered by their insurance company. The amount of financial exposure shall never exceed this amount and no claims of any kind, whether as to materials delivered or for non-delivery of materials from VDL Weweler, shall be greater in amount than the purchase price of the products.

The liability of VDL Weweler under this warranty is limited to the repair or replacement of defective material or workmanship. VDL Weweler shall not be liable for repairs carried out by any unauthorized parties or claims relating to downtime or damages resulting from delays in shipment or inability to ship due to normal production and shipment delays or those resulting from acts of God, fires, floods, wars, sabotage, accidents, labor disputes or shortages, plant shutdown or equipment failure, voluntary or involuntary compliances with any law; or inability to obtain material (including power and fuel), equipment or transportation, or arising from any other contingency-, circumstances or events beyond the control of VDL Weweler.

Appendix A.

Warranty Request

Recipient		Sender
Company:	VDL Weweler Ecofactorij 10 NL-7325 WC Apeldoorn	Company:
Department:	Aftersales	Department:
Name:	Ina Stulen	Name:
E-mail:	aftersales@vdlweweler.nl	E-mail:
Phone No.:	0031 (0) 55 5385132	Phone No.:
		Date:

Reference number warranty request customer:

Exact explanation of the problem:

Location Vehicle:

Address:

Contactperson:

Telephone Number:

E-mail:




Chassis Number:

Registration Date:

Vehicle Owner:

VDL Weweler Part No:

Date Code:

Sample of Date Code:		
Air Spring (Code on Rubber Part): 	Trailing Arm (Code on Eye): 	Shock Absorber (Code on Cylinder): 

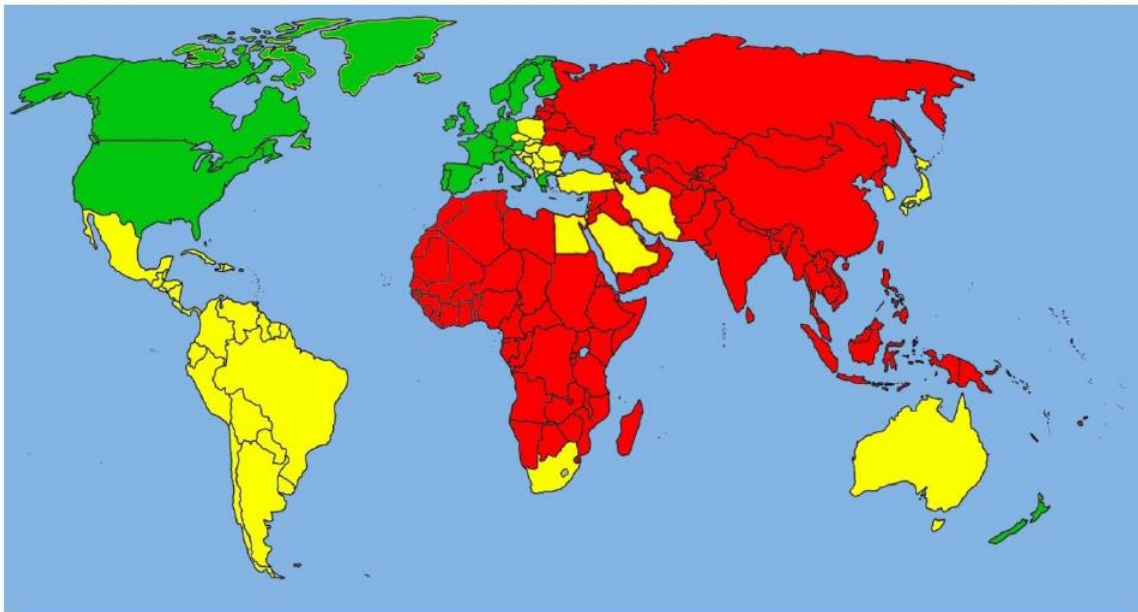
Vehicle Details:

Vehicle: Central Axle Drawbar Drawbar Semi Trailer Dolly
 Vehicle type: Curtain Sider Box Tipper Tanker Chassis Low bed Other

Mounting Position Divided Per Axle:

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Left Side
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Right Side

Off Road Usage: Yes No
 Usage in Zone: 1 2 3



ZONE 1: GREEN

ZONE 2: YELLOW

ZONE 3: RED

Your claim can only be processed by VDL Weweler when requested information has been filled in completely and photo's of the damaged part are included. We do expect this information within 5 working days. Please keep the goods for 30 days for claiming the parts, after that you can throw them (environmentally) away.