

## Rothe Erde Warranty Terms & Conditions

Gough Transpecs (Transpecs) reflects the warranty conditions of the manufacturer. Unless otherwise stated this warranty policy warrants products sold by the company against defective material and workmanship for a period of 12 months or 130,000 kms of vehicle service, whichever comes first.

All manufacturers warranty excludes normal wear and tear, damage from misuse, improper installation or maintenance, labour, loss of time or usage, or subsequent damage.

Notwithstanding the above, when any component fails within the above warranty period and warranty is accepted by Transpecs, Transpecs will review the circumstances and give reasonable consideration to the labour cost to replace the failed component(s).

Transpecs shall be the sole and final judge as to the acceptance or otherwise of a warranty claim against any part or component, and also in respect of whether parts will be replaced, repaired, or credited in part or in full.

Notification of a possible warranty claim must be forwarded to Transpecs or a representative of Transpecs within 24 hours of product failure, along with any outwork service estimates, which must be approved prior to any work being carried out under warranty.

A warranty claim request form needs to be completed, and returned to Transpecs. A warranty claim number will be issued and will be required in all correspondence regarding the claim.

Warranty claim information including request form, photos and pro-forma invoices for repair work must be forwarded to Transpecs within 5 days of repair date.

In all circumstances where warranty is pending, and goods are required, the customer must provide an order number.

Unless otherwise authorised, items required to be returned relating to a warranty claim must be received within 7 days of repair date, along with the warranty claim request form, to ensure continuation of the claim.

Parts replaced within the context of warranty shall become the property of Transpecs - disposal or return will be authorised by a Transpecs' representative.

Please contact the warranty administrator, product manager or your regional sales manager for recommended outwork service providers in your region.

Warranty Terms and Conditions are subject to change without notice.