

South East Asia Warranty Policy 2020

1. Warranties

- 1.1 Subject to the terms of the Warranty set out in these Conditions, York Transport Equipment (Asia) Pte Ltd (hereby referred to as "York") warrants that if any defect in any Goods (or part thereof) becomes apparent and is reported to York within a time frame stipulated by York from the date of delivery (time being of the essence) then York shall, at its sole discretion, either repair the defect or replace the equipment.
- 1.2 The Warranty coverage begins from the date of delivery and is subject to the following warranty conditions and/or region/country of application. Please refer to zone/country wise warranty in Annexure 1 (Warranty Zone)
- 1.3 Warranty shall be valid (for other regions not specified in Clause 2)
- 2 years in on-road use (refer to 8.1)
 - 1 year in off-road use (refer to 8.2)

Warranty shall apply to items mentioned below supplied by York;

- i) On complete beam weld assembly comprising finished axle beam, and all welded brackets on all axles with suspensions.
- ii) On axle end fixings, hub and conventional assemblies, drum brakes, disc brake rotor (mechanical failure only), disc caliper assembly (excludes damage due to off-road usage), camshaft, camshaft bearings, cam rollers, brake anchor pins, hub cap, dust covers and screws, brake shoe, ABS sensor with bracket, brake retaining and return springs, oil and grease seals.
- iii) All mechanical & air suspension components.

2. Warranty Conditions

- 2.1 York warrants only those Goods which are bought direct from York or York's authorized agents.
- 2.2 York will not be responsible under this Warranty, for any expenses which the Buyer may incur in removing or having removed or in replacing or having replaced any part or parts to be sent for inspection, or in fitting or having fitted any new parts in lieu thereof, and all labor expended on any such inspection or other work must be paid for by the Buyer.
- 2.3 This Warranty does not cover any defect or damage which may be wholly or partly caused by, or attributable to, or which arise through:-
- i) Failure on the part of the Buyer to properly maintain any Goods; or
 - ii) Failure on the part of the Buyer to follow any instructions or guidelines provided by York; or
 - iii) Any use of any Goods other than for any application specified on a quote or order form; or
 - iv) The continued use of any Goods after any defect becomes apparent or would have become apparent to a reasonably prudent operator or user; or
 - v) Fair wear and tear, any accident or act of God; or
 - vi) Dirt, misuse or neglect; or
 - vii) Non genuine York parts; or
 - viii) Replacement or Goodwill parts.

2.4 This Warranty shall immediately cease if:-

- i) A load has, at any time, been imposed in excess of the maximum load stipulated in writing or in any product literature published by York; or
- ii) The Goods have been used for a purpose other than they were intended; or
- iii) The Goods have, without the written consent of York, been altered or repaired otherwise than by York; or
- iv) Either the Goods or part or parts thereof have been applied to a use which, in the opinion of York, is unsuitable; or
- v) Designs other than York's own are used, or work is done contrary to York's standard practice or against its advice; or
- vi) Defects are aggravated by continued use after the defects ought reasonably to have been discovered by a reasonable prudent operator or user; or
- vii) The defects have arisen due to the incorrect installation of the Goods; or
- viii) The Goods have not been stored or maintained as recommended by the York.

3. Guidelines of the Warranty claims

3.1 Subject to Clause 4 below and Annexure 2 (Warranty Claim Reference) in order to make a claim under this Warranty, a person must:-

- i) Provide York written details as per Annexure 3 (Warranty Claim Form) of any defect in the Equipment together with documentary proof of the date of purchase and date of installation by the end user of the Equipment within 30 days of identifying the defects;
- ii) Defective or damage parts that have been disassembled must be kept in storage and where applicable subject to agreement, return to York at the owner's expense. Any and all further claims are excluded.
- iii) Failures that fall within the terms of the York warranty must be notified on discovery to the trailer manufacturer and to York and to the appropriate York representative/dealer or service center.

4. Warranty Specification:

4.1 Warranty will only be applicable as per Warranty Zone listed in Annexure 1.

4.2 These warranty specification been defined in warranty Zones from date of installation / registration for general warranty on all York products included Special enhanced Premium products fitted to axles.

4.3 YORK reserves the right of verifying the records through warranty registration form to extend the warranty benefits to the end user.

5. Warranty Spares:.

5.1 Spares (original) will be guaranteed for a period of 2 months from date of purchase.

5.2 A further 6 Months warranty will be applicable for spares and parts fitted to axle /Suspensions by a York Authorized Service Centre from date of purchase. (Prove of installation must be supplied by owner of vehicle)

6. Repairs during the warranty period:

6.1 For the duration of the warranty period York will cover the cost of the material that is to be replaced as well as the cost of disassembly and installation in line with York standard time guidelines. This work must be agreed in advance with York or the relevant York representative, work and must be performed by an Authorized Service Centre of York or with approval of relevant regional office

- applicable for this warranty zone.
- 6.2 Warranty claim Form needs to be completed with all possible claims.
- 6.3 When repairs are carried out during the warranty period the warranty covering the replaced components will continue as previously and the time period will not start anew.
7. Development of York products, alterations to maintenance requirements
- 7.1 As York is constantly developing and improving its products, the prescribed maintenance and service instructions may change from time to time. On request the latest editions of the warranty conditions including service and maintenance instructions will be available from York sales representatives
8. Definition of On-Road & Off-road
- 8.1 The term "On-Road" refer to road having sealed or surface with asphalt or concrete. Gravel Road are regarded as being Off-Road.
- 8.2 Off-Road is assumed as unsurfaced road or server condition, tracks and in most cases, it applied to tippers trailers and vehicles with comparable in application.

Attached:

- Annexure 1 Warranty Zone
- Annexure 2 Warranty Claim Reference
- Annexure 3 Warranty Claim Form