

ZETTERBERGS INDUSTRI AB

Tipper, Dumper, Hooklift & Flatbed

WARRANTY POLICY

For our product, we provide the following warranty for 12 months after the delivery date, unless otherwise agreed. **The effective date is the date of handover of complete equipment to the customer, however no later than 6 months after the signed delivery document from Zetterbergs.** In connection with the delivery of the product, a delivery binder is received. It contains the instruction book, service plan, delivery documents, etc. In order for the warranty to apply, Zetterberg's customer **must** register a **confirmation of receipt** of the delivered building batch or a **handing-over certificate** when delivering a complete equipment via a form on Zetterberg's website. Instructions are found in the binder.

The scope of the warranty

- For Zetterbergs products and components in connection with new production.
- For faults that occur during delivery or that occur during the warranty period.
- For faults and deviations on the surface treatment of the product that have occurred due to material defects or faults in the painting process.
- Repair work carried out by Zetterbergs is covered by a 3-month warranty.
- Spare parts come with a 12 month warranty.
- For details replaced during the warranty period, the original warranty period applies.
- The buyer bears the cost and is responsible for the risk of returned incorrect material.

For other issues, General Delivery Regulations "LFG 21" apply.

Claim for compensation

- It is the buyer's responsibility to immediately report any errors that have occurred to Zetterbergs via the website: <https://zetterbergs.se/kontakt/reklamation/>
- In the event of an approved complaint, the customer will be replaced with a new component, alternatively/and compensation through a credit invoice.
- Submitted debit invoice from customer for replaced part/labor cost is not accepted as basis for complaint, if this has not been agreed upon.
- From the date of submission of the complaint notification, the warranty case is kept open for 3 months, unless otherwise agreed. During that period, the customer must submit all claims and documentation for warranty compensation. After that, the case is closed and it is not possible to apply for further compensation for the same error.

The warranty does not cover

- Consumable parts and consumable materials, such as oils, lubricants, welding materials and sliding plates.
- Product that has not been managed according to the regulations in the instruction manual.
- Product that has been neglected, rebuilt or modified.
- Different types of clean-up costs.
- Traffic accident or other external impact.
- Use of oils or fluids other than those recommended.
- Compensation for labor costs when replacing a spare part.