



**HD - PARTS**



**2018**

## ***Guarantee terms***



### General terms:

HD-Parts Oy (hereinafter referred to as the seller) deals only with the warranty claims sent through the online warranty form. The reseller (hereinafter referred to as the customer) is responsible for filling the warranty claim. A warranty claim must be sent to the seller within one (1) month after the flaw or defect has been detected. Claims submitted with incomplete information or claims submitted after the warranty period is over will not be processed and will be returned to the customer with supplementary requests.

### Warranty period:

According to EU legislation, the manufacturer is responsible for some possible warranty cases relating to their products, while the seller is acting as a dealer only. Warranty for the sold products is valid in accordance with terms and conditions of the manufacturer, which is at least one (1) year from delivery to the seller. The seller is following the manufacturer's terms by granting the customer at least one (1) year warranty starting from the date of sale.

According to the terms, the manufacturer is committed to fix, replace or credit the product, which has become unusable due to material or manufacturing defects. Such part and any other parts, accessories, liquids etc. in connection with the defect in question, shall, at the request of the seller, be delivered by the customer dismantled and complete within two (2) weeks after the request. In case they are not available from the customer, the manufacturer has the right to deny the claim.

The seller is entitled to charge all costs from the customer incurred from returning the parts if the claim is denied. If the parts are being returned in a way, that hasn't been accepted by the seller, the customer is responsible for covering all the costs for the return and they will not be credited by the seller in any occasion.

### Responsibilities of the mechanic or installer:

The person who is installing the part is responsible for confirming that the product is meant for the position where it is going to be installed and it has no visible flaws or defects or incorrect dimensions.

### Cases, which are not covered by the warranty:

Warranty does not cover those parts, labor and travel costs, flaws or defects, which are caused by external damage, insufficient maintenance, overloading, unsuitable lubrication or other liquids, natural wear, misuse or installation error.

The seller acts only as a dealer and the manufacturer makes all the decisions whether the claim will be credited or not. The manufacturer is also responsible for performing the crediting, therefore the seller is not obliged to credit any of the following costs possibly caused by material or manufacturing defects: parts costs, labor costs, accessory costs, travel costs, losses for resellers, losses for resellers customers.

### Handling of the warranty claim:

The seller receives all the warranty claims and pre-processes them. If the case enables, the seller can make the decision on crediting or rejecting the warranty claim to avoid loss of time and money for the customer. If the seller decides to credit the claim, they will only credit the defected part without any additional costs and the decision can be based on a possible defect or another valid reason. As for any other compensation requests including the possible labor compensation claims, it is the manufacturer that makes the decision and they follow their warranty terms and conditions using the cost prices and standard times of the company that performed the labor.

If the seller informs the customer about the rejection of the warranty claim, the customer decides whether they wish to send the defected parts with relevant other parts and accessories to the manufacturer. If the customer wants to send these parts and accessories to the manufacturer, the customer must make a written commitment that they will cover all the costs related to the manufacturers' examination, if the parts appear not have the flaw or defect caused by material or manufacturing.

Warranty cases expire and the seller or the manufacturer has a right to dispose of the material in following situations:

- The customer is not willing to make a written commitment (see above) for covering the costs of the examination
- The customer does not insist on the seller forwarding the case to the manufacturer.
- The customer does not insist on the seller or the manufacturer returning the parts and accessories at the customer's cost within 30 days after the decision about the claim is made.

The manufacturer or the seller has the right to disassemble, break, take samples or otherwise handle parts and accessories related to the warranty case in any needed way to complete the examination. If the material used in examinations to solve the warranty case is insisted to be returned, they will be returned in the condition they are after the examination.

The ownership for the parts and accessories, which the customer has been credited based on the warranty claim, is transferred to the manufacturer or the seller and the parts and accessories in question are not returned to the customer. For the other possible parts and accessories, if they are being returned, the returning costs are always the customer's responsibility.

If the customer has not delivered the warranty claim or the demanded parts and accessories within the deadlines mentioned above, the warranty case expires and will not be processed.

The seller will handle all the communication towards the manufacturer or supplier unless the seller requires otherwise.

By ordering parts from the seller, the customer agrees to comply with the warranty terms mentioned above.

By submitting a warranty claim, the customer assures that they have read the warranty terms.