

Warranty conditions 12 months (standard)

Duration

- The warranty coverage for VSE steering system parts is 12 months, beginning on the date of vehicle commissioning yet not more than 18 months from the production date.
- The warranty coverage on after-sales parts is 6 months.
- The warranty coverage for a part can never exceed the expiry date of the warranty period for the system as a whole (warranty on warranty).

Terms and Conditions

- The warranty only covers the steering or suspension, as delivered to the body builder by VSE.
- Basic conditions for honouring a warranty claim are: o normal use. o correct maintenance in accordance with the VSE maintenance instructions.
- Further conditions for approval of a warranty claim are: o Correct installation in accordance with VSE specifications and installation instructions. o A copy of the master card for the vehicle, listing our main components. o A copy of the vehicle registration certificate with issue date. o The installation date for any after-sales parts.
- For every warranty claim, the defective part is to be accompanied by a copy of the checklist/warranty form and the repair report.
- Warranty claims must be submitted within 5 business days after discovery of a defect.
- Warranty parts must be delivered to VSE within 10 business days after discovery of a defect.
- The decision as to whether or not to approve the warranty claim is entirely at the discretion of VSE.
- Restoration or repairs may only be performed using original VSE components.
- Labour for repairs must be calculated in accordance with the VSE standard times.

What is not covered by the warranty?

- Moving/shipping, transportation costs to and from a workshop, costs of replacement transport during downtime, standstill costs, consequential damages and costs of lost income.
- Repairs carried out by third parties without the permission of VSE.
- Wear parts such as ball bearings and rod ends.
- Rubber parts such as hoses, sleeves, dampers, etc.
- Failure or malfunction of steering/suspension as a result of contaminated oil and/or use of oil with incorrect specifications.
- Plug connection failures.
- Defects or shortcomings of batteries.
- Defects resulting from:
 - o Failure to follow installation instructions
 - o Failure to comply with instructions for use
 - o Improper use (overload, negligence, poor maintenance, etc.)
 - o Collisions or other types of damage caused by external factors
 - o Under no circumstances can a warranty incident give rise to a damage claim of any nature whatsoever

VSE operating and maintenance instructions

The operating and maintenance instructions can be found in Technical Documentation A11206.

Claim procedure

- Customer notifies VSE in writing which parts are going to be claimed.
- VSE provides the customer with an RMA number.
- The customer sends the parts, quoting the corresponding RMA number.
- All parts that are sent must be accompanied by a completed RMA form.
- Claimed parts must always be returned to VSE so that a diagnosis can be made.
- Claimed parts must be delivered clean and in adequately protective packaging.
- The parts are delivered to VSE no more than 10 days after discovery of a defect by the dealer.
- VSE's response time will not exceed 15 business days after receipt of the parts.
- The customer will be notified of the results of the investigation in writing.
- Parts for which a warranty claim is approved will be repaired if possible; otherwise their value will be reimbursed by means of a credit note. In this situation there is no charge for the tests conducted by VSE.
- Parts for which the warranty period has expired will not be tested unless this is explicitly requested. Charges will be calculated based on actual costs.
- Charges will be incurred for the testing of parts when a claim for warranty coverage is denied due to incorrect use, installation, removal/disassembly or diagnosis.
- After the customer is informed the parts are kept for six weeks, after which they are scrapped.

Warranty conditions 24 months (option)

Duration

- The warranty coverage for VSE steering system parts is 24 months, beginning on the date of vehicle commissioning yet not more than 30 months from the production date. After 12 months of warranty coverage, an initial maintenance service visit is required in order to maintain warranty coverage for the second 12-month period. The conditions and requirements of this inspection are described under VSE extended warranty conditions.
- The warranty coverage on after-sales parts is 6 months.
- The warranty coverage for a part can never exceed the expiry date of the warranty period for the system as a whole (warranty on warranty).

VSE extended warranty conditions

- The VSE extended warranty check must be carried out by VSE or an official VSE Service Partner.
- The VSE extended warranty check must be carried out between the 11th and 13th month after commissioning (vehicle registration).
- If the check has been completed with good results you will receive a certificate which states that the warranty period of 12 months has been extended to 24 months.

Terms and Conditions

- The warranty only covers the steering or suspension, as delivered to the body builder by VSE.
- Basic conditions for honouring a warranty claim are:
 - normal use.
 - correct maintenance in accordance with the VSE maintenance instructions.
- Further conditions for approval of a warranty claim are:
 - Correct installation in accordance with VSE specifications and installation instructions.
 - A copy of the master card for the vehicle, listing our main components.
 - A copy of the vehicle registration certificate with issue date.
 - The installation date for any after-sales parts.
- For every warranty claim, the defective part is to be accompanied by a copy of the checklist/warranty form and the repair report.
- Warranty claims must be submitted within 5 business days after discovery of a defect.
- Warranty parts must be delivered to VSE within 10 business days after discovery of a defect.
- The decision as to whether or not to approve the warranty claim is entirely at the discretion of VSE.
- Restoration or repairs may only be performed using original VSE components.
- Labour for repairs must be calculated in accordance with the VSE standard times.

What is not covered by the warranty?

- Moving/shipping, transportation costs to and from a workshop, costs of replacement transport during downtime, standstill costs, consequential damages and costs of lost income.
- Repairs carried out by third parties without the permission of VSE.
- Wear parts such as ball bearings and rod ends.
- Rubber parts such as hoses, sleeves, dampers, etc.
- Failure or malfunction of steering/suspension as a result of contaminated oil and/or use of oil with incorrect specifications.
- Plug connection failures.
- Defects or shortcomings of batteries.
- Defects resulting from:
 - o Failure to follow installation instructions
 - o Failure to comply with instructions for use
 - o Improper use (overload, negligence, poor maintenance, etc.)
 - o Collisions or other types of damage caused by external factors
 - o Under no circumstances can a warranty incident give rise to a damage claim of any nature whatsoever

VSE operating and maintenance instructions

The operating and maintenance instructions can be found in Technical Documentation A11206.

Claim procedure

- Customer notifies VSE in writing which parts are going to be claimed.
- VSE provides the customer with an RMA number.
- The customer sends the parts, quoting the corresponding RMA number.
- All parts that are sent must be accompanied by a completed RMA form.
- Claimed parts must always be returned to VSE so that a diagnosis can be made.
- Claimed parts must be delivered clean and in adequately protective packaging.
- The parts are delivered to VSE no more than 10 days after discovery of a defect by the dealer.
- VSE's response time will not exceed 15 business days after receipt of the parts.
- The customer will be notified of the results of the investigation in writing.
- Parts for which a warranty claim is approved will be repaired if possible; otherwise their value will be reimbursed by means of a credit note. In this situation there is no charge for the tests conducted by VSE.
- Parts for which the warranty period has expired will not be tested unless this is explicitly requested. Charges will be calculated based on actual costs.
- Charges will be incurred for the testing of parts when a claim for warranty coverage is denied due to incorrect use, installation, removal/disassembly or diagnosis.
- After the customer is informed the parts are kept for six weeks, after which they are scrapped.