

KAVO B.V. WARRANTY GUIDELINES

KAVO B.V. states that each supplied Kavo Parts product has a warranty period of 3 years following delivery to the direct customer of Kavo B.V. Warranty is given on material and production errors.

GUIDELINES FOR ACCEPTANCE OF WARRANTY, WITH OR WITHOUT CONSEQUENTIAL DAMAGE

Warranties (with or without consequential damage) are accepted when all of the following conditions are met:

- Maintenance interval of the vehicle should be followed according to the manufacturer's instructions.
- In case of warranty with consequential damage (hours, other parts than the supplied Kavo Parts article) KAVO B.V. needs to be notified about the warranty request within eight working days through submission of the completed "warranty form". This form can be found on our website; www.kavoparts.com/conditions-and-forms
- To determine the cause of failure KAVO B.V. must be given the opportunity to examine the vehicle. No repair or dismantling can be carried out without any prior written permission from KAVO B.V.
- The product is installed in accordance with the applicable user guides or OE-specifications. This information is obtained by or derived from OE data.
- The product is fitted in accordance with the by KAVO B.V. designated application. The most current digital catalogue is used for determining the application.
- The defect is not the result of improper or inappropriate use, inadequate maintenance or general wear and tear.
- The Kavo Parts product or the vehicle in which it is installed, is used in accordance with its intended purpose.
- Applies only to manufacturing defects.
- The warranty on shock absorbers expires if:
 - the shock absorbers left and right were not replaced at the same time.
 - the piston rod or oil seal are damaged as a result of holding the piston rod with pliers (instead of with the right tools)
 - the damage was caused by an accident.
- The vehicle must be used under normal conditions. This means not participating in races, or other abnormal use of the vehicle.
- Articles can only be returned after approval and provided with a complaint number. If goods are returned without approval and complaint number, the application will not be processed.

GUIDELINES FOR SETTLEMENT

- Communication will only take place between KAVO B.V. and the direct customer of KAVO B.V.
- In order to qualify for a refund, our fully completed warranty application form must be sent in advance with each component to which a complaint relates. If important details are missing, cannot be checked with receipts or do not correspond to the facts, the guarantee claim is rejected without technical tests. Subsequent submitted receipts or corrections can no longer be processed.
- If more information is requested by KAVO B.V. and there is no follow up within ten work days, the warranty will automatically be rejected.
- The repair work must be carried out by the repair shop or garage that fitted the original claimed part. The original work must be supported by an itemised invoice with full details of the repair shop/garage name, address and VAT number. If this is not possible and/or the corrective repair cannot be performed by the original Repair Shop/Garage then Kavo must be notified in advance to authorise any changes.
- The refund is limited to the recovery of direct material consequential damage to the vehicle. The vehicle will be brought into the same condition as before the incident. Costs for disassembly and installation are reimbursed in accordance with the manufacturer's data and only on presentation of the original invoice of the reference date. The hourly rate is indexed to the hourly rate per country and reimbursed up to a maximum of €55 per hour. The invoice of the first installation must be presented. For components with diagnostic possibilities, the error log of the date of the error is required.
- KAVO B.V. will determine whether it is necessary to use an independent expert at location after notification of a warranty incident.
- The judgment of the expert is binding
- If the failure is not the result of a Kavo Parts product, the assessment costs will be charged to the applicant.
- The cost for the return of the defective products are for the applicant. If the complaint is approved the costs will be compensated. If Kavo B.V. has received the article and the complaint is rejected any costs for the return incurred will be charged.
- Any towing cost are reimbursed to the nearest workshop up to an amount of EUR 100,-.
- Parts used for the repair will be refunded at cost price of the repairer (no profit component)

Furthermore the general terms and conditions are applicable to the assessment and handling of warranty claims.

The warranty is issued by KAVO B.V.

More than just parts

●● **KavoPARTS.COM**

VAT NL001587341B01 | CC 08047440 | EORI NL001587341 | IBAN NL81RABO0142934305 | SWIFT RABONL2U

Our general terms and conditions apply to all offers made by, orders accepted by and agreements concluded with Kavo B.V. These terms and conditions were filed with the registry of the Zutphen venue of the Gelderland district court under number 65/2018 on 29 November 2018. They are available for inspection at our head office and our website, and will be sent free of charge upon request.

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