



1305 41 Street North, Lethbridge Alberta, Canada T1H 6G3 PH: (403) 329-4880 Fax: (403) 329-1885

Lethbridge Truck Equipment Installation & Modifications Limited Warranty

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All components and products manufactured and installed by Lethbridge Truck Equipment (LTE) are warranted to be free from defects in material and workmanship for (1) year from the date of purchase or (1) year from the date that the vehicle was put in service by its original purchaser.

All LTE workmanship, whether installation of LTE products or purchased components, fabrication, or repair, is covered for the same 12 month warranty.

This limited warranty is the sole and exclusive remedy for defective product manufactured and/or installed by LTE.

This limited warranty covers only components manufactured by LTE. Except for installation workmanship, this limited warranty does not pertain to components manufactured by non-LTE suppliers and purchased by LTE, regardless of whether these components were selected or recommended by LTE.

Purchased Materials and Components Warranty

LTE sells and installs many components manufactured by and purchased from other suppliers. These components are covered by the warranty policies of the individual suppliers. LTE will, as a service to the buyer, pass on any warranties received from the manufacturer of these components and will process warranty claims related to supplier products. Unless the end user chooses to work directly with a non-LTE component supplier, LTE shall act as intermediate between the end user and the component supplier.

Non-LTE supplier policies typically differ from the LTE limited warranty. LTE has no control over the warranty policies of other suppliers and shall not deviate from a supplier's warranty without express written permission from that supplier.

Any and all claims concerning non-LTE components must be forwarded to LTE within 10 days of the discovered defect. All documentation of said claims must be accompanied with the identification number of the vehicle and/or a copy of the invoice. LTE has, at their option, a choice of whether to repair or replace the defective part at a LTE repair center or a location approved by LTE unless otherwise specified by the manufacturer.

Peripheral, Incidental, and Consequential Damages and Claims

The LTE limited warranty does not apply to damage and failure resulting from misuse, abuse, neglect, accident, improper customer/distributor installation, lack of maintenance, or natural events. Any modifications by the buyer or any third party, without the prior written consent of LTE, may void this warranty.

Operating conditions, or applications not made known to or contemplated by LTE at the time of delivery to the buyer may also void this warranty.

Damages resulting from any other abnormal operation will not be covered by this warranty.

Normal maintenance, wear, and consumable items such as oils, coolants, fluids, tires, belts, hoses, filters, air cleaners, and light bulbs supplied in connection with goods or services provided by LTE are not covered under this warranty.

LTE will not reimburse for lost time, business, or business opportunity, or for any loss of use related to warranty claims. LTE will not provide or pay for the use of a rental vehicle, equipment, or tools while warranty work is performed. LTE will not reimburse for equipment or tools that are damaged, lost, or missing in conjunction with a warranty claim.

Warranty Repairs Performed by LTE or Authorized Agents

Whenever possible and feasible, warranty repairs shall be performed at an LTE facility or at an authorized distributor or dealer. In some instances,

an LTE Field Service representative may repair the vehicle at the owner's selected location.

LTE may, at its discretion, pick up and return the vehicle to the owner's location or may request that the owner deliver the vehicle to the repair site. LTE is not responsible for and will not reimburse for mileage, fuel, and wear incurred in the process of driving the vehicle to a repair site, road testing, or delivery to the end user location, nor for lost time incurred by an owner delivering and picking up a vehicle.

Warranty Repairs Performed by Non-LTE Entities

In certain circumstances, LTE may authorize the vehicle owner, a dealer, a distributor, or another third party to perform warranty repairs. LTE will then reimburse the entity performing the work for components used and for labor to perform the repairs. Any such decision will be based on type of repair, distance to the nearest approved LTE repair site, and urgency of the repair.

Except for emergencies, LTE must grant authorization and permission before a non-LTE entity begins repair or replacement of components.

Warranty claims for unauthorized and unsubstantiated work may be denied.

If LTE authorizes the buyer or a third party to repair or replace the defective parts instead of LTE doing such work itself, the buyer shall be invoiced for the replacement parts. Credit will be given pending the return of the defective parts and warranty issued by manufacturer. Authorized warranty work not performed by LTE will be compensated at the current LTE Warranty rate, and invoices for authorized work will be paid net 30. In the event that LTE and the second party cannot come to an agreement, a binding third party arbitrator will be chosen with the mutual consent of both parties.

Electrical, product pump and hydraulic components are not to be disassembled without the express written consent of LTE. All defective parts returned must be accompanied by the manufacturers' model, serial number, and date of installation. Any parts returned for warranty must be returned with freight prepaid.

How to Obtain Warranty Service from Lethbridge Truck Equipment

Making an Appointment for Warranty Service at an LTE Facility or Authorized Repair Site

1. Obtain the following information:

- Vehicle Identification Number (VIN)
- Type, model, and serial number of component or product requiring service
- Number of original LTE Sales Order or Tracking Number (on NSM bottom right corner) if available
- Name of dealer that vehicle was purchased from if known
- Date of purchase/in-service date if known
- Detailed description of the problem

2. Discuss the problem with the Warranty representative to determine resolution and repair schedule.

Requesting Authorization to Perform Warranty Work or Payment for Work Performed

1. Obtain the following information:

- All of the information in item #1 above, plus:
 - Documented photographs for any physical damage.
 - Inspection notes by LTE personnel or a third party representing LTE if necessary.
2. Discuss the problem with the Warranty rep. to determine coverage and repair method.

3. The rep. will grant permission to perform repairs if approved.

4. The rep. will issue a Returned Goods Authorization (RGA) number.

5. Defective parts must be returned freight prepaid to LTE within ten days.

6. If the affected component was purchased from a non-LTE supplier, please allow extra time for LTE to contact and work with the supplier.

Lethbridge Truck Equipment reserves the right to deny any warranty if the procedures detailed above are not followed. Proper documentation, including photos, must be provided in order for LTE to validate and approve any claim submitted after repairs are done.