

Date:

## ÇEKSAN WARRANTY POLICY

PRODUCT MODEL	PRODUCT SERIAL NO	ORDER NO	ENGINE MODEL	ENGINE SERIAL NO	WARRANTY START DATE

### GENERAL PROVISIONS:

- ÇEKSAN guarantees to its customers that the vehicles they purchase are manufactured in accordance with today's technology and without errors in terms of materials and workmanship.
- Warranty conditions are part of the purchase agreement between ÇEKSAN (Manufacturer) and CUSTOMER (User). The customer accepts the terms of this warranty with his signature. During the delivery of the vehicle, user manual, maintenance booklet and warranty document are provided to the the customer(user).
- ÇEKSAN guarantees only the original products and product components produced by itself.
- ÇEKSAN warranty is valid as long as its vehicles are used only by certified trained users.
- In order for the ÇEKSAN warranty to be valid, the persons (users / operators) appointed by customers must participate in vehicle delivery and user training.
- In order for the vehicle (product) to be repaired under warranty, the customer must definitely present a warranty certificate and invoice and / or sales receipt.
- What kind of infrastructure, superstructure and systems under the responsibility of ÇEKSAN, the customer and / or other vehicle manufacturers; that is, it does not guarantee all other products and product components that are not produced by ÇEKSAN. Such warranty services are the responsibility of its manufacturer and affiliated agents.
- ÇEKSAN new vehicle warranty starts from the date the vehicle is delivered to the customer.
- ÇEKSAN, starting from the "Warranty Start Date", for 12 months / 2000 hours (whichever of the month and hour criteria is filled first), with ÇEKSAN Quality Assurance due to workmanship or material defects, guarantees free repair of problems that may arise.
- If vehicles fail within the warranty period due to both material and workmanship and assembly errors, they will be repaired by ÇEKSAN Authorized Services without any charge for labor costs, changing parts or any other.
- Only ÇEKSAN Authorized Services are obliged to carry out warranty transactions.
- Once the warranty period has expired, it is not possible to claim again or to benefit from the extra warranty. Repairing or replacing the product does not extend the warranty period. In addition, a new warranty period does not occur for parts of the repaired machine.
- Original ÇEKSAN spare parts are also under warranty for 12 months / 2000 hours (whichever month and hour criteria are filled first).

- The warranty period of the replacement part under the warranty ends with the end of the vehicle warranty period. When it comes to spare parts warranty, it must be proved that the part has been installed by Authorized Services with the necessary technical knowledge and competence and the invoice must be submitted by the customer. Parts sold and serviced by unauthorized units are not covered by the warranty. Warranty requests of parts without invoices are not accepted.
- Work under warranty, ÇEKSAN of its own manufacturing facilities (AOSB, 10014 Sokak, No: 9, 35620 Cigli-Izmir / Turkey), ÇEKSAN Authorized Service or customer's (user's) done on their premises.

**The warranty conditions to be applied are as follows:**

- ✓ Warranty conditions are part of the purchase agreement between ÇEKSAN (Seller) and the Customer (User). By signing, the customer agrees to the terms of the warranty. During the delivery of the vehicle, the customer is given a warranty certificate including the relevant vehicle delivery forms, maintenance periods and service schedule. The customer must present this document to guarantee.
- ✓ Warranty coverage is valid for manufacturing and product defects.
- ✓ In case of fabricated errors, all parts on the vehicle are under warranty for 12 months / 2000 hours (whichever month and hour criteria are filled first) from the date of delivery.
- ✓ The warranty period of the part that is replaced free of charge under the warranty is limited with the warranty period of the vehicle.
- ✓ Periodic maintenance must be done on time and completely for the warranty to be valid.
- ✓ The maintenance and repairs of the vehicle are out of warranty if it has not been done on time, regularly, by the Authorized Services with the necessary technical knowledge and competence and in accordance with the periodic maintenance and repair procedures.
- ✓ If the repair needs of the purchased vehicle are not reported on time or not registered, and despite the warnings made by the Authorized Service, the owner or users of the vehicle did not provide repair within the specified period.
- ✓ In the case of spare parts warranty, it must be proved that the part is installed by the services with the necessary technical knowledge and competence, and the way the part is installed must comply with the technical specifications reported by the manufacturer.
- ✓ If the user manual is not obeyed, it is out of warranty.
- ✓ If the vehicle has been used in unsuitable conditions or in bad geographical and climatic conditions, it is out of warranty.
- ✓ If it has been previously repaired by services or persons who do not have the necessary knowledge and competence(out of authorized service), it is out of warranty.
- ✓ If the vehicle is fitted or replaced with a part not approved by the manufacturer, it is not covered by the Warranty.
- ✓ If the need for repair in the purchased vehicle is not reported in time to the manufacturer, it is not covered by the warranty.
- ✓ The repair-maintenance period of the works under the warranty is maximum 10 working days. This period starts from the date of notification of faults and defects related to the product to ASS(After Sales Service) or Authorized Service of ÇEKSAN. It is defined as “national, official and religious holidays and working days other than New Year's Day, May 1st and Sunday”.
- ✓ This Guarantee; It does not apply to periodic (routine) maintenance-repairs, adjustments and consumables-wearing parts.
- ✓ Wear and tear in the parts due to prolonged use and due to the nature of the material are not covered by the warranty. Examples of wear parts include V-belts, bulbs, brake and clutch linings, brake shoes, filters, tires, fuses, spark plugs and wiper blades. However, if these parts are subject to material, workmanship and assembly errors, the parts are still under warranty.

- ✓ If the vehicle has been modified without permission from the manufacturer, the warranty will not be valid if a failure occurs.
- ✓ Some adjustments and measurements are not covered by the warranty. For example; adjustment of tailgate and doors, tire balance adjustment, tie rod adjustment, fuel consumption measurement and adjustment of engine settings, etc.
- ✓ If the defects within the scope of the guarantee can be solved by technically perfect repair, the obligations in the warranty application can be repaired without replacing the part completely, since it includes both repair and replacement.
- ✓ The cost of the workpiece and its workmanship under the warranty is not requested from the customer. Towing the vehicle on the road to the service, emergency fee, taxi, rental car etc. transportation costs and other indirect costs such as hotel, accommodation, commercial losses are not covered by the warranty.
- ✓ The customer is obliged to report the defects related to the vehicle to the nearest authorized dealer / service immediately.
- ✓ Warranty coverage is subject to some limitations. External factors such as accident, faulty or abuse, carelessness, negligence and sabotage, weather and road conditions, the absence of original ÇEKŞAN parts, neglect of periodic maintenance, maintenance and repair work to be carried out by unauthorized persons, or malfunction, damage and Damages or defects such as body corrosion are not covered by the Warranty.
- ✓ Damages and defects arising from natural disasters (earthquake, flood, fire etc.) are not covered by the Warranty.
- ✓ When the ownership of the vehicle changes, the warranty period is valid only if the new owners (users) of the vehicle are given the necessary training. New owners of the vehicle must also comply with the sanctions in this policy.

#### **OTHER ISSUES:**

- ✓ In order to ensure the best performance of the products (vehicles), it is necessary to pay utmost attention to all issues in this policy. Otherwise, ÇEKŞAN is not under any obligation. ÇEKŞAN is responsible only for the strict implementation of the above-mentioned transactions. For this reason, all necessary transactions should be carried out by ÇEKŞAN After Sales Service (ASS) and Authorized Services (AS).
- ✓ In case of any problem in the equipment such as engine under the initiative and responsibility of the customer, the customer (user) will contact the manufacturer and authorized services of the equipment themselves.
- ✓ For your warranty requests, please keep your warranty manuals with you. Please contact ÇEKŞAN for your warranty manuals that have been lost during your warranty period.
- ✓ In order to shorten your downtimes that may arise from possible problems, ÇEKŞAN strongly recommends that you keep the spare parts for the vehicle (product) in your stock.