

## Guarantee conditions

### Scope

The guarantee is valid for 12 months (max. 40,000 km or 24,800 miles) and covers faulty goods. The guarantee period will not be extended following guarantee measures. Damage during transportation is not covered by the guarantee. In the case of incorrect delivery, the error will be rectified, but no compensation will be paid.

### Conditions

- Vehicles with suspected gearbox problems must be taken out of service immediately. Consequential faults in the gearbox resulting from continued use are not covered by the guarantee.
- Faults are to be reported as soon as possible
- Compensable measures may be carried out following approval by Hellsten väckellådor
- The gearbox has been fitted professionally, i.e.
  - It is correctly fitted as per the instructions of the vehicle manufacturer and is filled with oil as per the instructions of the vehicle manufacturer or Hellsten väckellådor.
  - Faults on the vehicle which impact on the functioning of the gearbox are rectified prior to fitting.
  - Using tools and computer equipment necessary for fault-finding and fitting.
  - The vehicle is test driven after fitting, oil leaks checked for etc.
- The guarantee certificate is to be submitted after delivery by 14 days at the latest. Specify on the guarantee certificate the return gearbox's symptom description and the vehicle's mileage when the gearbox was changed.

### Guarantee measures

Compensable measures must be approved by Hellsten väckellådor prior to being implemented.

If Hellsten väckellådor assesses that the vehicle may be driven without the risk of sequential damage, then the vehicle is to be driven at the owner's expense to Hellsten väckellådor or to the repair shop fitting the gearbox for measures to be taken. The customer may drive his vehicle to another repair shop which is closer if this is mutually agreed.

If the vehicle is taken to another repair shop than Hellsten väckellådor, then Hellsten väckellådor will decide what measures are to be taken. Measures taken can entail, for instance, 1) that the customer/repair shop, in collaboration with Hellsten väckellådor, carries out checks and measures to rectify the problem, 2) that the gearbox is removed from the vehicle and sent to Hellsten väckellådor for measures to be taken, 3) that a replacement gearbox is sent to the customer/repair shop, or 4) that the customer/repair shop takes the vehicle to a designated repair shop for measures to be taken.

If it turns out to be the case that the fault does not lie within the framework of manufacturing faults, the customer may be charged for fault-finding, any measures taken, and other compensations outside of the guarantee.

### Reimbursement for loss of income / use not included

Reimbursement for loss of income and loss of use is not covered by the guarantee.

## General

Claims for reimbursement must be made in writing to Hellsten väckellådor together with supportive documents such as receipts and invoices.

## Reimbursement

**Labour costs:** Hellsten väckellådor offers protection against labour costs<sup>1</sup> arising from guarantee measures, e.g. costs associated with carrying out work according to the instructions of Hellsten väckellådor. Each measure must be approved in advance by Hellsten väckellådor. The repair shop computer program Autodata, from Autometric AB, will be used to determine the job time if there is any disagreement between the repair shop doing the work and Hellsten väckellådor. The maximum reimbursement to the repair shop doing the work is SEK 1,400.00 per hour, excl. VAT. No reimbursement will be paid because a vehicle is standing on a lift while a defective box is being attended to.

Hellsten väckellådor will provide oil for the gearbox. Working materials are considered to be a part of the repair shop's labour costs.

## Options: Insurance – Recovery & Hire Car

Insurance covering any charges for recovery and car hire must be ordered at the same time as the gearbox. Any insurance ordered will be noted on the invoice.

### **Recovery:** Excess: SEK 200 incl. VAT

If the vehicle is assessed as unfit to drive, then a recovery firm will be hired to transport it to the repair shop doing the fitting or to Hellsten väckellådor. If the distance is greater than 200 km (124 miles), then the vehicle should, if possible, be taken to a closer repair shop. This reimbursement is a protection against reasonable recovery costs (maximum distance: 200 km, 124 miles), maximum +10% by an approved reference recovery firm<sup>2</sup>. A receipt bearing the registration number must be able to be presented. The customer should, if possible, contact Hellsten väckellådor before arranging recovery. Hellsten väckellådor will then be entitled to specify where the vehicle is to be taken to for measures. If recovery is necessary when Hellsten väckellådor is closed, the customer will be able to claim reimbursement for recovery after the event, according to the conditions set out above.

**Hire car:** Reimbursement will be paid from and including the date when the vehicle is taken to the repair shop for guarantee measures until and including the date when Hellsten väckellådor reports that guarantee measures have been completed. Receipts for car hire are to be sent in as supportive documentation ahead of payment. If the owner of the vehicle can manage without a hire car, then SEK 100 /day incl. VAT without excess will instead be paid for the period when car hire reimbursement would otherwise have been paid. The hire car must be the equivalent of an Avis class A car. The cost may not exceed that of Avis by more than 10%. If no class A car is available for hire, the guarantee will also cover class B cars provided that this is certified by the car hire company. End customers who feel that the equivalent class A car is insufficient and choose another category, will pay the difference themselves.

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<sup>1</sup> Receipt indicating the hourly rate and vehicle registration number must be able to be shown.

<sup>2</sup> Reference recovery firm: Assistancekåren

In the event of incorrect delivery, reimbursement for a hire car will be paid at the earliest 48 hours (weekdays) after Hellsten väckellådor has been informed of the incorrect delivery.

The customer and his repair shop are expected to assist in the best possible way by not extending the time needed for measures. If a hire car needs to be hired for an extended period of time due to the customer being difficult to reach, not carrying out the agreed tasks, staying closed (other than on national holidays), or similar, then the customer himself will have to bear the cost of these extra days.