

Warranty conditions:

Full compliance with the following terms is required to assure that Willig will cover the costs.

- All services are rendered in the name of and invoiced by the service partner. Exempt hereof are warranty repairs which will be invoiced directly to Willig. **Before** any warranty work can start a **written** and approved warranty or goodwill application is required. Otherwise Willig will not be obliged to pay for arising cost.
- Spare parts for warranty repairs will be delivered by Willig. Increased cost due to locally purchased spare parts will not be borne
- Only costs for predefined work times of our sub-suppliers will be accepted. Increased work times which are rejected by our sub-suppliers due to extended fault finding times will not be covered by Willig.
- If a sub-supplier rejects a warranty claim the customer himself does have to bear all expenses.
- Three month after delivery of a Willig vehicle the customer must visit a Willig factory or an authorised service partner for a free of charge service check
- The Warranty period is 12 month. After that period goodwill repairs will be decided by the sub suppliers. For goodwill repairs only spare part cost will be covered. Working times will have to be paid by the customer.
- Cost for changes due to customers request will not be covered by Willig
- The repair invoice has to be generated immediately after the services are rendered and has to be sent to Willig within 14 days. The invoice must include a detailed description of the work, the used resources and the hourly service fees together with tank no, VIN and commission or customer name
- All warranty claims expire one year after delivery of the vehicle

We furthermore refer to our general terms of business.