

# DELLNER DAMPERS LIMITED WARRANTY

## WARRANTY FOR PRODUCTS FROM DELLNER DAMPERS

### CONDITIONS

- General: 24 months from delivery date
- Railway products:
  - New products 24 months from delivery date or 600 000 km which first will meet.
  - Renovated products 12 months from delivery date or 300 000 km which first will meet.

Dellner Dampers AB, warrants all new shock absorbers to the original retail purchaser against defects in material and workmanship, excluding mounting rubbers, washers and bushings, when used under normal operating conditions. This warranty does not apply to, and Dellner Dampers makes no warranty for, shock absorbers that have been installed improperly or has been modified for use other than or in addition to its originally intended use.

In the event of defect, malfunction or failure of the Dellner Dampers shock absorbers to conform with this warranty, the original purchaser must complete and send the Dellner Dampers return form before any return.

The importance of getting a correct connection with correspondence of paper, mail etc and the goods itself, is a basic condition for an effective and rapid feedback of giving answer.

The procedure means that the customer before sending the goods, ask Dellner Dampers for a return number to be marked on both the form and the packing of the goods.

The form shall be sent both by Fax or Mail and by packing with goods when the goods will be sent.

Please, fill in all details for helping us to have all information before receiving the goods and taking actions.

Dellner Dampers, warrantor or it's servicing organization will repair the shock absorbers at no cost to the original user; however, warrantor will not pay for the cost of the installation of the new or repaired shock absorbers and the cost of postage and return shipping shall be prepaid by the original purchaser.

THIS WARRANTY IS LIMITED SOLELY TO THE ABOVE AND ANY WARRANTIES IMPLIED BY LAW WILL APPLY ONLY FOR THE TERM STATED ABOVE. THE WARRANTOR WILL NOT BE LIABLE FOR ANY LOSS, DAMAGE, INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND WHETHER BASED UPON WARRANTY, CONTRACT OR NEGLIGENCE AND ARISING IN CONNECTION WITH THE SALE, USE OR REPAIR OF THE PRODUCT. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, OR ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGE, SO THE ABOVE EXCLUSION MAY NOT APPLY TO YOU. UNLESS OTHERWISE CONTRARY TO STATE LAW GOVERNING THE PURCHASE, THE WARRANTORS LIABILITY SHALL NOT, IN ANY CASE, EXCEED THE CONTRACT PRICE FOR THE PRODUCT CLAIMED TO BE DEFECTIVE OR UNSUITABLE.

### **Warranty Return Procedure**

1. Contact Dellner Dampers AB Box 51 S-642 22 FLEN Attn: Quality dept. phone: +46 157 454340 or Fax +46 157 125 40
2. Ask for a return number to be marked on all packing of the goods and document to be send to Dellner Dampers
3. Asked for or print out the return form and fill all data in and description of defect.
4. Return defective units(s), freight prepaid, with return form enclosed packed with the returned units.
5. Upon determination of valid warranty Dellner Dampers will repair or replace at it's discretion.

We thank You in advance and look forward to a further good cooperation.

Kind regards,

**Dellner Dampers AB**