

# Guarantee Contract



The ROTA-branded products manufactured for the automotive aftermarket are guaranteed for up to **24 months** for potential production defects. Guarantee terms vary depending on the vehicle groups as shown in the below table.

Product	Commercial Vehicles		Agricultural Tractors	Construction Vehicles	Special Note
	On-Road	Off-Road			
Tie Rod End	24 months or 150,000 km	12 months	24 months or 3,000 hours	12 months or 2,000 hours	I
Centre Rod	24 months or 150,000 km	12 months	24 months or 3,000 hours	12 months or 2,000 hours	I
Rod /Strut, Stabiliser	24 months or 150,000 km	12 months	N/A	N/A	I
Ball Joint	24 months or 150,000 km	12 months	24 months or 3,000 hours	N/A	I
Axial Joint	24 months or 150,000 km	12 months	24 months or 3,000 hours	12 months or 2,000 hours	I
V Stay Arm	24 months or 150,000 km	6 months	N/A	N/A	II
Four Point Torque Rod	24 months or 150,000 km	6 months	N/A	N/A	II
Torque Rod	24 months or 150,000 km	6 months	N/A	N/A	II
Repair Kits	12 months	6 months	N/A	N/A	II
Outer Tie Rod	N/A	N/A	24 months or 3,000 hours	12 months or 2,000 hours	II
Inner Tie Rod	N/A	N/A	24 months or 3,000 hours	12 months or 2,000 hours	II

## Special Notes

I- Maximum continuous operating temperature is between -30°C and +50°C.

Between -40°C and +80°C temporarily (100 hours).

II- Working conditions are between the temperatures of -40°C and +80°C.

III- Working conditions are between -30 °C and +80 °C.

In necessary cases within the warranty period, repairs are carried out by our company.

## 1. Parties to the Guarantee Contract

For an item to be under guarantee it must have been sold by the ROTA Sales and Marketing Office. The guarantee contract covers the determination of the terms between the ROTA Sales and Marketing Office and the company to which it sells its products in return for receipt, and it further covers the activities to be performed. The only parties to this contract are the legal entity stated on the invoice and the ROTA Sales and Marketing Office.

## 2. Scope of the Guarantee Contract

The guarantee contract covers the new spare parts supplied by the Sales and Marketing Office to its customers under the brand ROTA. It does not cover the old parts removed from other vehicles or the spare parts subjected to modification. This guarantee contract covers the potential damages to product or product component group.

Under appropriate conditions, the parts with rubber components can be kept in stocks for a maximum of 3 years following their production dates. Exceeding the above-mentioned period of time or avoiding appropriate conditions may cause such parts to experience performance losses.

### a) Storage Conditions:

- The FIFO (first in first out) principle must be followed when it comes to stocking.
- The ambient temperature must be between -10°C and +40°C.
- Contact with oil and chemicals must be avoided.
- Must be kept away from direct sunlight.
- Must be kept in its packaging.

### b) This guarantee contract does not cover the following issues:

- Potential commercial business losses
- Tow truck charges
- Vehicle holding expenses
- Original product and change expenses
- Additional costs occurring due to positional and environmental conditions

### c) The following issues are not considered within the scope of guarantee:

- All kinds of shipping and stocking errors after the delivery of products
- All kinds of assembly and disassembly errors
- Interventions through unauthorised service and personal repair activities
- Skipping the periodical mechanical maintenance of vehicles

- Using the vehicles with excessive loads, overloading the vehicles, and using the vehicles for the wrong purposes
- Product deformations due to vehicle misuse
- Component deformations or partial damages following vehicle accidents
- Fire on or close to vehicle and resulting component damages
- All kinds of modifications on vehicle and components
- All kinds of racing accidents on special tracks and in road conditions
- Wrong model or wrong option product usage
- Wearing due to using improper kind of or insufficient amount of oil or not using oil at all
- Interventions affecting and deforming the originality (Hydraulic top link must not be disassembled.)
- Wear caused by natural and environmental factors, such as extreme heat or extreme cold (except for special remarks I, II and III).
- Bending of hydraulic top link cylinders during vehicle maneuvering.
- Failure to use the hydraulic top link cylinders in accordance with the "Hydraulic Top Link Assembly and Operating Instruction"

## **2. Filing Complaints**

For product complaints, the Customer Complaint Form must be completely filled out to include assembly and disassembly dates, plate data, kilometre data (operating hours for agricultural tractors and construction vehicles), traceability code, vehicle intended use, vehicle brand and model details, detailed product photos, and a description of the problem and must be then submitted to the ROTA Sales and Marketing Office. If the form is not filled out completely then the products in question are considered outside the scope of guarantee. Product complaint notifications must be made within 30 days at the latest.

## **3. Shipping-Based Problems**

In order for the shipping-based defective products to fall within the scope of guarantee a notice must be made within 60 days at the latest following their delivery to the customer. Otherwise, such products will not be treated within the scope of guarantee.

In order for the shipping-based problems to be taken into consideration the product in question must be checked before taking the delivery and the damage must be proved with photos. A report must be also prepared with the shipping company regarding the shipping-based damage. The damage report and photos must be e-mailed to the respective ROTA Sales and Marketing Office.

## **4. Complaint Assessment**

The delivered details are reviewed by the Quality Department. If the required details are all complete, the review result is sent to the customer along with a feedback report within 3 days at the latest. The feedback report indicates whether or not the complaint falls within the scope of guarantee and whether or not the damage will be covered.

In order to finalise customer complaint assessments, the Quality Department may require the customer to present extra details, videos or photos in addition to those stated in the form. Such extra details, videos or photos prolong the review period. Reviews are completed and delivered within 2 weeks at the latest.

### **4.1 Points to Pay Attention to at the Stage of Complaint Assessments**

The customer must keep the products subject to complaint under the above-mentioned appropriate conditions during the review period.

No return or destruction procedure can be carried out regarding such products without the approval of the ROTA Sales and Marketing Office. If the customer returns the products during the complaint assessment process without the approval of the ROTA Sales and Marketing Office the products will not be taken from the shipping company and will be returned with their shipping and customs expenses to be paid by the customer.

Improvements or craftsmanship procedures carried out on the products during the assessment period without the approval of the ROTA Sales and Marketing Office are not covered by our company. In addition, such products are not treated within the scope of guarantee.

## **5. Complaint Conclusion**

a) If the complaint is accepted as a result of the assessment the products in question are recalled or replaced with free ones. Free product delivery can also be made in the next shipping depending on the ROTA Sales and Marketing Office decision. Shipping and customs expenses regarding the recalled products are paid by our company.

b) If the complaint is rejected the return of the product will not be accepted. Depending on the rejection situation, if a return claim is made for the product subject to complaint all shipping and customs expenses will be covered by the customer.