

RANTECH It is a registered trademark of AYZ Yedek Parça Pazarlama Ltd. Şti. Commercial vehicles spare parts supplied by AYZ Yedek Parça Pazarlama Ltd. Şti. to customers with RANTECH brand are covered by a warranty for **12 months**. In the details of the following warranty terms and conditions "AYZ Yedek Parça Pazarlama Ltd. Şti. Şti." will be referred to as "AYZ Yedek Parça" in short..

## 1.Coverage of warranty and parties

This warranty terms cover only new spare parts for commercial vehicles which are supplied by AYZ Yedek Parça to its customers with RANTECH brand. It does not cover old parts that have been removed from other vehicles or modified spare parts. The part that is subject of warranty must be purchased from the AYZ Yedek Parça. The warranty terms cover the determination of the conditions and activities between AYZ Yedek Parça and the company that purchases the products against invoice. The parties of the warranty terms are only AYZ Yedek Parça and legal entity specified in the invoice.

## 2.Duration of Warranty

The warranty period of the product is 12 months from invoice date. Products with invoice date of more than 12 months are not covered by the warranty. Products evaluated under warranty coverage are examined by the After Sales Services Department. The result is declared to customer by the Sales Representative.

## 3.Shipment-related problems

In order to investigate shipment problems occurred during shipment, the shipment must be checked before delivery is received and if there is any damage it must be determined by photos. It is necessary to make an official report of the damage with delivery company for problems that occur during shipping. Official report and photos must be sent to Sales Representative by e-mail. Shipment-related problems must be reported to AYZ Yedek Parça company within 15 days after receipt of the delivery.

## 4.Issues not covered by warranty

- a) Corrosions and deformations that occur during normally functioning of product,
- b) Corrosions as a result of natural and environmental factors such as extreme hot or extreme cold,
- c) Problems as a result of incorrect maintenance, tuning or assembly,
- d) Problems as a result of assembly of the product outside of the service,
- e) Problems as a result of usage of incorrect oil, usage of insufficient oil or usage without oil,
- f) Problems as a result of not using gasket or other required parts for assembly of the product,
- g) Problems as a result of usage of the vehicle outside of the area specified by the vehicle manufacturer or with over load capacity,
- h) Problems as a result of usage of spare parts in inappropriate vehicles,
- i) Problems as a result of modification and change of the original form of the product or the area where the product is mounted,
- j) Normal corrosion and deformation that occur during operation of vehicle in off-road conditions,

## 5.Application for complaint

Complaints requested to be covered under warranty are filed along with completely filled "Customer Complaint Form", photos regarding the complaint, service failure logging or technical reports, if available. The complaint must be reported to AYZ Yedek Parça company within 3 days at the latest.

## 6.Evaluation of complaint

The evaluation of the complaint is performed by the After Sales Services Department of the AYZ Yedek Parça. For investigation, AYZ Yedek Parça may request additional video, photo or sample regarding the item from customer. Customer must send extra video, photos or samples of product to AYZ Yedek Parça within 7 days.

### 6.1 Points to consider in the complaint evaluation period

- a) During the investigation period, customer must preserve the products which are subject of complaint under optimum conditions.
- b) No return or destruction of products may be performed without the approval of AYZ Yedek Parça. If the customer return the products without the approval of AYZ Yedek Parça company in the complaint evaluation period, the products shall not accepted from delivery company and it shall be returned to customer. All the transportation and customs costs shall be borne by customer.
- c) Without the approval of AYZ Yedek Parça, any product upgrade or labor work performed during the complaint evaluation period shall not be borne by the company. Additionally, these products are not covered by warranty.

## 7.Conclusion of complaint

- a) In the event that the complaint is accepted as a result of the evaluation period, the products shall be recalled or the same shall be replaced with free goods. AYZ Yedek Parça shall pay freight and customs costs for the recalled products.
- b) In the event that the complaint is rejected, the products shall not be accepted. Freight and customs costs for the returned products, following rejection of the complaint, shall be borne by customer.