



COSENG© LIMITED PARTS ONLY PRODUCT WARRANTY

Coseng© manufactures professional quality products with few if any warranty issues. When a warranty claim is presented we need you the distributor to get our products back in service as quickly as possible. A good attitude from Coseng© coupled with a positive attitude and good quality information from the distributor will produce a satisfactory outcome for everyone.

Coseng© offers its complete professional product line, tire changers - wheel balancers - alignment systems, with a LIMITED PARTS ONLY WARRANTY from the original on-board BL (bill of lading) date for material failures and/or workmanship. Approved factory warranty claims are shipped freight prepaid via DHL, TNT or EMS only.

Warranty Claim Periods

1. Coseng© professional grade – 18 months from on board bill of lading date.
2. Sajem© commercial grade – 12 months from on board bill of lading date.
3. Coseng© alignment systems – see separate warranty statement applies.

Coseng© requires all appointed distributors to purchase and maintain a limited local parts inventory as well as employ technical staff to support the after sales and warranty support activities. Product training is provided at the factory only – English is required.

Warranty claims are to cover only the required parts or components failed or damaged on a per event basis. Coseng© will not ship extra parts just in case. Each warranty event must be informed reported separately. Coseng© will not ship free of charge products for distributor inventory.

Coseng© requests that any failure event be notified to the factory on a timely basis including the model and serial number of the product as well as digital pictures demonstrating or describing hard to describe failures.

Coseng© ships about 85% of requested warranty parts from inventory.

All approved warranty claims will be shipped freight paid door to door to the destination country provided DHL, TNT or EMS permits dimensions and package weights. All taxes and duties in the receiving country (if any) are the responsibility of the consignee.

Coseng© will not ship via FedEx or UPS.

Coseng© reserves the right to ship all large weight and dimension parts with the contents of the distributor's future container product order. This refers to large items that may not be accepted by DHL, EMS or TNT.

Coseng© may require that defective parts be returned to Coseng© freight prepaid BEFORE replacement parts are sent to correct an unknown failure.

REQUESTED FAILED PRODUCTS RETURNS ARE TO SHIP FREIGHT PAID TO HONG KONG ONLY