

## LIMITED PRODUCT WARRANTY

Coseng Automotive<sup>®</sup> sells quality products with very few warranty issues. When there is a warranty issue we want to get our products back in service as quickly as possible. A good attitude from the Coseng Automotive<sup>®</sup> representative coupled with a positive attitude from the distributor will produce a satisfactory outcome for both parties.

Coseng Automotive<sup>®</sup> offers its complete product line, tire changers - wheel balancers - garage equipment – lifts - alignment systems - body shop equipment, with a 1 (one) year LIMITED parts only warranty from the original factory invoice or bill of lading date. This warranty does not cover normal wear items.

Under this limited warranty policy all appointed distributors are responsible (required) to purchase and maintain a local parts inventory as well as employ a technical staff to support the after sales and warranty support activities.

Warranty claims for parts submitted to Coseng Automotive<sup>®</sup> may cover only the required parts (components) to repair one product per event. Each warranty event must be reported separately. Coseng Automotive<sup>®</sup> requires that each warranty event be notified to the factory on a timely basis including the model and serial number of the product as well as a digital picture where the problem can be observed along with a description of the problem. Coseng Automotive<sup>®</sup> will reply within 48 hours to any such request.

All factory approved warranty claims will be shipped freight prepaid to the first point of entry into the destination country provided package weight and dimension are permitted by the appointed courier services. For large weight and dimension items Coseng Automotive<sup>®</sup> reserves the right to ship the required warranty parts with the contents of the distributor's future product order.

Our limited warranty policy (one year parts only) requires the defective part be returned to Coseng Automotive<sup>®</sup> freight prepaid BEFORE replacement parts will be sent. Coseng Automotive<sup>®</sup> may waive this requirement in writing.

Requests for returning complete product must be authorized in writing by Coseng Automotive<sup>®</sup>. Returns, if approved, must be prepaid to a designated location. All returns are subject to a 20% handling/restocking charge. Returned goods must be in like-new condition complete with all original accessories and packed in the original packing box.

If you have any questions about Coseng Automotive<sup>®</sup> products or warranties, please ask your sales representative.