

ROUTE VEHICLE BODIES (“RVB”) STANDARD PRODUCT WARRANTY

Every Route Vehicle Bodies® product is guaranteed against faulty workmanship, material or design and warranted as follows:

WARRANTY COVER -

i. 12-Month cover:

RVB warrants that the structural extruded framework of the manufactured body will be free from defects in materials and craftsmanship for a period of 12 months, subject to any limitations and exclusions herein. This warranty is further subject thereto that the vehicle on which any such body is mounted envisaged above will be presented to either RVB; any one of the Route Group’s 6 Transrep Branches nationwide endorsed by RVB, the details of which can be found on www.henredfruehauf.co.za/breakdown-and-maintenance.html; or at any RVB approved OEM’s relevant to the brand and make of vehicle to which the body is fitted within 5,000 (Five thousand) kilometres from date of delivery for a free inspection of any mounting hardware, U-Bolts and door adjustments in respect of such body fitted and to ensure the correct fastening torque-settings on all chassis mounting bolts. Proof of such inspection to be submitted electronically on the prescribed form included in the official documentation of any new body sold by RVB to the official RVB website (www.rvbconnect.co.za) within 7 (seven) days of such inspection.

ii. 6-Months cover:

RVB warrants all lighting & wiring (if installed and or fitted by RVB), flooring, interior linings, locks, latches, powder coated finishes, hardware, fasteners, custom options manufactured and installed by RVB, water sealants, side panels, roll-up doors, roofing materials and leaks for a period of 6 (six) months, subject to any further limitations or exclusions herein.

iii. 3-Months cover:

RVB warrants the installation of non-RVB manufactured products, installed at RVB’s manufacturing facility and by RVB, for a period of 3 (three) months. These products include but are not limited to: tarps, ramps, lift gates, hoists, power units, hydraulic units, motors, electronic devices, customer requested speciality items or any other accessory item installed but not manufactured by RVB, subject to any further limitations or exclusions herein. RVB will assist the end-user in the facilitation of the relevant third-party product warranty information on such products.

In addition, RVB warrants that all components fitted and supplied by RVB will be mounted strictly in accordance with the chassis manufacturers’ body mounting directives and any work done by RVB on a vehicle will not void any Manufacturer’s Warranty applicable to such vehicle.

EXCLUSIONS –

This warranty does not apply to or cover:

Transfer of ownership from original / first owner, normal wear and tear, misuse, abuse, neglect, forklift -, pallet jack -, truck mounted crane - or hoist damage, forklift application in a RVB body not designed for forklift usage, loading/unloading damage, body modifications, repairs, additions other than those approved by RVB in writing, damage related to or caused by unapproved body repairs/alterations, accident damage of any kind, severe off-road use or twisting, items not manufactured by RVB (whether provided by the customer or RVB) but installed by RVB, either on the body or on or to the vehicle – potentially covered by another manufacturer’s warranty (including but not limited to tail-lifts, hoists, motors, hydraulics, etc.) damage from exposure to chemicals or corrosive materials, unsafe cargo, improperly or inadequately restrained cargo, damage or problems related to or as a result of installation failures – excepting RVB factory installations within the coverage limitations herein, damage by an Act of God, unreasonable use (e.g. loading in excess of gross vehicle combination limitations), lack of maintenance, non-structural shrinkage, tightening of U-bolts or chassis-mount bolts, or a failure to inspect and tighten U-bolts and/or chassis-mount bolts

in line with the recommended fastener torque-setting guidelines supplied by RVB, damage resulting from failure to report and resolve a recognized warranty issue, removal and remounting of the body by other than RVB or its nominated agents, transportation to/from the manufacturing facility or a nominated RVB agent for warranty repairs, failure to comply with RVB's recommended maintenance procedures as well as any other factors beyond the control of RVB.

LIMITATIONS –

This warranty is non-transferable from original / first owners, nor between vehicles of the original / first owner. RVB does not authorize anyone representing RVB or any dealer, dealer representative, or any other person associated with the sale, warranty or service of the body or any component thereto to issue any further, oral or written, warranty other than the express warranty defined herein in addition to any warranty provisions envisaged in the Company's Standard Conditions of Trade. **In no instance is there any warranty of merchantability and fitness for purpose. Further, there is no warranty on incidental and consequential damages.**

REMEDIES –

At RVB's sole and absolute discretion, RVB will repair or replace any body and/or product determined by RVB to be defective and subject to this warranty.

RVB's legal obligation will be limited to either replacement or repairs, specifically excluding transportation to and from its repairs – and/or manufacturing facility.

WARRANTY REGISTRATION –

The warranty period will commence on the earlier of invoice – or delivery date and will any warranty herein extended further be subject to online registration of your purchase on RVB's official website (www.rvbconnect.co.za) within 5,000 (five thousand) kilometres or 30 (thirty) days of the delivery, whichever is the earlier. You will receive a confirmation e-mail that your body is registered as well as a copy of your warranty certificate. Failure to meet this condition will automatically void the warranty.