



## ZONE VMS PRODUCT WARRANTY STATEMENT

Form No. WAR001

Saferoads **ZONE VMS** products are guaranteed for a period of 24 months.

The warranty covers the product for material defects due to faulty manufacture or workmanship under normal road conditions and usage.

The warranty is subject to the following terms & conditions:

- The Product has not been subject to any vehicle abuse.
- The Product has not been subject to vandalism, wilful damage or outright sabotage.
- The Product has been installed and maintained in accordance with Saferoads' instructions.
- The Product has been paid for in full, in accordance with Saferoads' Terms and Conditions of Sale.

The warranty does not cover:

- Any damage incurred in an accident or caused by a third party.
- Any repairs or modifications carried out by persons not approved by Saferoads.
- Tyres or other consumables which are deemed expendable by Saferoads in the day to day operation of the product.
- Defects caused by fair wear and tear.

Exceptions:

- The warranty in relation to batteries supplied with the product is limited to 12 months from date of despatch by Saferoads to the owner and will only be supported if the product is used in accordance with the Saferoads Operating Manual.

In the event of a warranty claim:

- Full details are to be provided to Saferoads including owner details, original purchase date, trailer VIN, and full details of alleged fault or defect.
- Telephone support may be given to diagnose and potentially resolve the fault or defect.
- Saferoads will not be liable to pay labour charges, freight charges or any incidental or consequential damages connected with the removal of a Product deemed to be defective or in relation to installation or replacement of the repaired Product.
- Saferoads disclaims any liability for any incidental or consequential losses suffered for any reason by the owner or user of any Product sold by Saferoads.
- Saferoads will, at its option, repair or replace any Product which in Saferoads' opinion is defective.
- All costs of shipping of Product for repair under warranty are to be paid by the owner of the Product.
- The Product must be returned to a Saferoads' premises (Back to Base). No repairs will be conducted on the owner's site unless authorised by Saferoads Management.

The warranty is valid from the date of despatch from Saferoads to the owner.