

GENERAL WARRANTY CONDITIONS

We hereby inform that the vehicle you have purchase contains a body which we have designed and produced, according to the order that you have made. The body has been made professional, with the use of modern technical solutions, based on the highest standards of knowledge and with the use of safe materials and technologies only.

Investo T. Muszkiewicz, the owner of the BusConcept brand, hereinafter referred to as **Guarantor**, hereby grants a warranty for the period of twenty-four (24) months with no kilometre limit, from the date of the vehicle's sale (date on which the VAT invoice was issued) for its adaptation as far as the body and/or adjustment to passenger transport is concerned.

1. The warranty covers all the faults in the body that has been produced, which appear during the term of the warranty. The Guarantor's actions within the liability accepted in connection with this warranty are connected with restoring the possibility of the body's normal use in a full range, according to its intended purpose and with the use of all its functions, by removing potential faults, i.e. a repair or replacement of faulty elements with new ones, which are not faulty.
2. The Warranty is valid in the territory of the European Union. If the vehicle is registered and used outside European Union, this warranty does not apply.
3. The Warranty does not cover a replacement of the entire body with a flaw-free one.
4. The Guarantor will settle a warranty claim within a maximum of 14 days upon the date of report. The date of the report shall be the date when a correctly filled **Form of Warranty Report** arrives to the following e-mail box service@busconcept.eu. The report is made by the user of the body or a party which has been authorised by them.
5. The **Guarantor** will reimburse the costs of the warranty repair at an authorised service centre defined by the **Guarantor**, based on the inspection of the cost estimations of the repair or upon an explicit request of the customer, at the **Guarantor's** or Partner's company location.
6. The mode of completing warranty repairs of the body and its elements depends on the estimated costs of repair:
 - if the cost of the repair is lower than 200 € (two hundred Euro), to report a claim one must provide photographic documentation as well as service documentation (repair cost estimation) from an authorised service station; the entire documentation should be sent by e-mail to the **Guarantor's** (Supplier's) address specified in section 4;
 - if the cost of the repair is higher than 200 € (two hundred Euro), for a claim to be accepted, one must provide photographic documentation as well as service documentation (repair cost estimation from an authorised service centre) and a filled **Form of a Warranty Report**, which is available at the www.busconcept.eu website; the entire documentation should be sent by e-mail to the **Supplier's** address specified in section 4.7. The Warranty does not cover:
 - devices and parts which undergo wear during regular operation of a vehicle;
 - defects resulting from wrong operation of the body (non-compliant with the user's manual attached to it);
 - faults which result from wrong use of the vehicle and body (especially from the vehicle's overload and wrong distribution of the load),

- faults due to the user's fault (inattention, failure to do a technical review according to the recommendation of the producer, which has been included in the user's manual etc.);
- specific features of the body, which are not faults, but which result from a particular kind of body;
- the user's claim pertaining to the functionality in relation to his or her specific needs, which surpass the regular intended purpose of a certain type of body;
- damages arising from a force majeure: lightnings, fire, flood, earthquake, war, social disorder and attacks;
- mechanical damage (cracks, scratches, etc.), damage arising due to road collisions;
- indirect results of potential faults (operating losses, vehicle immobilisation, etc.);
- elements of the body which have been altered by the user without the Guarantor's consent; if the modifications have been done by an entity appointed by the Guarantor, the warranty is granted by the party who does the modification;
- claims from the user of the body concerning the completion of interim reviews of the equipment installed in the vehicle, which are recommended by its producers;
- repairs of additional devices: water heaters, parking heaters, parking air-conditioning, evaporators, refrigerating units, power generators, consumer electronics and home appliances, which are covered by separate producers' warranties, based on separate warranty certificates and user's manuals. 8. The eligibilities of the warranty are lost if:
 - interference of the user or an unauthorised party (other than the **Guarantor** or a party appointed by the **Guarantor**) with the body, including repairs, modifications, alternations or part replacement,
 - installation of parts which have not been approved by the **Guarantor**,
 - failure to complete a warranty inspection, if such an obligation is a result of the operation of a particular device,
 - washing a vehicle marked with reflective foil under a pressure or in a high temperature.
- 9. In the case of an unjustified call for a warranty repair all the repair and transportation costs are incurred by the user. 10. The transfer of the property rights to the vehicle does not affect the range and terms of the application of this warranty. 11. Reporting the warranty repairs which apply to the devices which are installed in the vehicle and/or elements of the body's fittings, which have separate warranty certificates should be made directly to their producers, according to the instructions included in the warranty certificates, user's manuals and/or general warranty conditions. For the convenience of the users we have included a list of the producers' websites - the guarantors of the significant devices which constitute elements of the bodies:
 - Mercedes Sprinter: <https://www.mercedes-benz.com/> („Mercedes-Benz near you” tab)
 - VW Crafter: <http://en.volkswagen.com/en/tools/navigation/meta/contact/worldmap.html>
 - Webasto: <http://www.webasto.com/pl/dealerlocator/>
 - Alex Original (AC): <http://www.alex-original.com/Worldwide>