BAGEN YEDEK PARÇA OTOMOTİV MAKİNA SANAYİ VE TİCARET ANONİM ŞİRKETİ WARRANTY CONDITIONS INSTRUCTION

PURPOSE: The purpose of this instruction is to describe the warranty conditions of products manufactured and sold by Bagen Yedek Parça Otomotiv Makina Sanayi ve Ticaret Anonim Şirketi.

SCOPE: This instruction covers all products of BAGEN will send to its customers. The requirements for OEM and after market are explained in separate articles.

RESPONSIBLES: The Sales Manager and the Quality Director are responsible for the implementation of this instruction.

INSTRUCTION

Warranty conditions for products sold to OEM:

The warranty terms requested by OEM customers are reviewed during the contracting process and agreed with the Customer. The organisation of the returned parts under guarantee are made by the customer.

BAGEN analyse the returned parts under guarantee and reports the evaluation results to the customer. The assessed results will be in accordance with the following items:

1-If the liability is accepted by BAGEN, the returned part is accepted,
2-If the liability is not acceptable by BAGEN, the returned part is rejected,
3-If the liability is not determine, the liability will be shared according to the agreement with the customer.

Warranty conditions for products sold to after Market:

The following warranty conditions set by BAGEN apply. The products that do not comply with these conditions will not be replaced under warranty. Warranty start date (date the part was replaced) must be documented.

Product Group	Road Use	Off-road Use
Drag link, Tie rod end, Stabilizer, Ball joint	**150.000 Km or 2 year**	**1 year**
V Arm, Torque rod, X Arm	**150.000 Km or 2 year**	**6 months**
Repair Kit	**1 year**	**6 months**

BAGEN Customer Complaint form for service (F.168) will be filled in for warranty replacement parts by the service. The returned part is forwarded to BAGEN along with the filled form for analysis.

These parts are analyzed in BAGEN and the evaluation results are communicated to the customer. The assessed results will be in accordance with the following items:

1-If the liability is accepted by BAGEN, the returned part is accepted,
2-If the liability is not acceptable by BAGEN, the returned part is rejected,
3-If the liability is not determine, the liability will be shared according to the agreement with the customer.

Conditions Covered and Excluded from Warranty:
BAGEN will be responsible for repair or replace the faulty part in case of failure due to the production fault within the warranty period without charge of labor cost, replacement cost or any other costs.

Responsibility to replace the faulty part with a new one belongs to the seller, dealer or agent that the product is purchased from. Customer should go to service with the purchase invoice in the warranty period. Service shall fill the customer complaint form to understand the situation of part and then send to BAGEN.

Periodic maintenance of the vehicle in which the parts are installed must be carried out in time so that the warranty conditions can be maintained.

Warranty do not cover wear and abrassions due to bad road conditions, accidents, natural disasters,all kinds of performance tests, racing, compulsion, etc.

In order to resolve the warranty claims, customer must be clearly disclosed her/his experience and findings to our authorised service agent. The customer brings the vehicle to our authorized service and wait the period required for the diagnosis and repair of the fault. Repair of the vehicle by unauthorized persons is out of warranty.

If the technical information, special tools and equipments for the assembly of the part did not properly use, the warranty will be finished.

Damage arising from improper storage, improper packaging or improper transport of the product is out of warranty.

Warranty will end if the part is used for contrary to purpose, used in improper vehicle or out of standard.

Warranty will end if damage or alteration of the indicator and warning systems of the vehicle. Warranty will end if user do not comply indications and warnings.

Warranty will end if the vehicle on which the part is assembled has been altered or changed out of standard.

CUSTOMER COMPLAINT FORM FOR SERVICES

Under Warranty ☐		Not Under Warranty ☐	
Customer Name:		Complaint Date:	
Customer Product Code:		Bagen Product Code:	
Customer Product Description:		Bagen Product Description:	
Customer Complaint:			
Responsible Service Name:		Date of First Assembly (the BAGEN part to the vehicle):	
Date of Service for Complaint:		Km of the Vehicle (during the first assembly):	
Km of Vehicle (in the date of service):		The Part Replacement Form Number of Service:	
Traceability number (removed part):		Did the vehicle ever crash? (YES/NO)	
Are there another changing parts? Please describe.			
Photograph of removed part:			

NOTE: No liability is assumed for products not covered by the warranty in accordance with the Bagen Yedek Parça Automotive Warranty Conditions Instruction. The warranty periods for our products are as follows:

Product Group	Road Use	Off-road Use
Drag link, Tie rod end, Stabilizer, Ball joint	150.000 Km or 2 years	1 year
V Arm, Torque rod, X Arm	150.000 Km or 2 years	6 months
Repair Kit	1 year	6 months