

**SÖRLING**

## Table of content

- Warranty terms page 2
- Claim report page 3
- Return of defect or components or other goods page 3
- General Terms and Conditions LFG 21

Warranty terms (SÖR 2021-01) refers to truck body superstructures and trailers manufactured by Sörling AB. Warranty time is 12 months from delivery date. Sörling SÖR 2021-01 warranty terms are a supplement to General Terms and Conditions, LFG 21.

## **Warranty covers:**

1. Manufacturing defects on produced truck body superstructures or trailers from Sörling.
2. Components with manufacturing defects mounted on truck body superstructures or trailers from Sörling.

## **Warranty does not cover:**

1. Mistreatment or modification without written approval from Sörling.
2. Failure to comply with maintenance and service schedule according to Sörling instructions.
3. Incorrect handling and usage, normal wear and tear, deterioration, overload, or damage due to external factors.
4. Consumables like oils, lubricants, welding material or similar.

Sörling is not responsible for indirect damage on material or property, loss of profitability, production down time or other financial consequences due to any defects on any product from Sörling.

Warranty period is not extended after repair work or change of component. Spare parts are covered by 12 months warranty period.

Cost of changing spare parts is not covered within spare part warranty period.

## Claim report:

The owner is responsible to immediately report any defects on the products. To claim a warranty case a claim report is required for handling and follow up. The task of claim report is:

- To assign claim number for follow-up.
- To be used as base for technical and financial assessment.
- Complement for eventual credit note.
- Complement as delivery note from owner when components are returned.

Warranty is to be reported at our homepage [www.sorling.com](http://www.sorling.com) all information required is obligatory for an efficient processing.

Any defects within warranty on axles and brake systems are to be reported directly to manufacturer according to their instructions:

- SAF – [www.trailax.se](http://www.trailax.se)
- BPW - [www.foma.se](http://www.foma.se)

## Return of defect components or other goods:

Defect components that are replaced after approved claim report must be returned to Sörling when requested. When sending the goods a copy of claim report needs to be attached.

**Sörling AB**

**Knivstavägen 2**

**741 30 Knivsta**

