



UD Genuine Parts Warranty



2 Years Fitted Parts Warranty



Congratulations!

UD Genuine Parts – the only choice if you're looking for high quality, reliable and durable parts for your truck.

We have rigorously tested all our components to the highest standards to ensure optimal performance and a perfect fit for your vehicle.

UD Genuine Parts demonstrate our long-term commitment to you and your business – guaranteeing maximum uptime and a minimum of 12 months warranty which is increased to 24 months when fitted in an authorized workshop, giving you complete peace of mind.

You can rest assured that in our authorized UD workshops, we only fit UD Genuine Parts.

All service work is carried out by our qualified technicians, who are continuously trained to keep up with the latest technological developments. Our workshops are equipped with effective diagnostics systems, a full range of special tools and the very latest service literature.

With a full 2 Years Fitted Parts Warranty offered, we can say with confidence that UD Genuine Parts give you the best protection and the most value for money.

That's our promise to you every day.

| UD Genuine Parts | 1 year parts warranty | 2 years parts warranty | 2 years labour warranty | 2 years consequential vehicle damage |
|-------------------------------------|-----------------------|------------------------|-------------------------|--------------------------------------|
| Fitted by customer | • | | | |
| Fitted in an authorized UD workshop | | • | • | • |

Warranty coverage



Parts Warranty

If a UD Genuine Part purchased and fitted by customer, proves to be defective due to faulty material or manufacture within 12 months of date of purchase (unlimited mileage), it will be repaired or replaced in an authorized UD workshop, covering the cost for parts only, not labor.



2 Years Fitted Parts Warranty

If a UD Genuine Part, which is fitted in an authorized UD workshop, proves to be defective due to faulty material or manufacture, within 24 months of date of purchase (unlimited mileage), it will be repaired or replaced in an authorized UD workshop, covering the cost for both parts and labor. In addition, if the defective UD Genuine Part causes consequential vehicle damage, then this is covered too.

Warranty conditions

The Parts Warranty and the 2 Years Fitted Parts Warranty are subject to the following conditions:

- The parts warranty is only valid when customer has purchased the part from an authorized UD workshop.
- Only UD Genuine Parts are covered.
- Proof of parts purchase (original invoice) from the authorized UD workshop is presented by the person making the claim under warranty.
- The part and vehicle have been serviced and maintained in accordance with UD recommendations.

In addition, the following conditions are applicable only for 2 Years Fitted Parts Warranty:

- Proof of fitment (original invoice) from the authorized UD workshop is presented by the person making the claim under warranty.
- The part must be correctly fitted to the UD vehicle for which it was designed in an authorized UD workshop.
- Consequential vehicle damage cover is only applicable if the warranty repair or replacement is carried out in an authorized UD workshop.
- Consequential vehicle damage is limited to damage to any UD Genuine Parts fitted to the vehicle damaged as a direct result of the failure of the defective part. For the avoidance of doubt this excludes the superstructure or any other non-genuine UD part.

Warranty exclusions and limitations

The Parts Warranty and 2 Years Fitted Parts Warranty are NOT valid for:

- A defect resulting from normal wear and tear, items which are part of normal maintenance, improper handling or incorrect storage of the part from an authorized UD workshop/customer (parts should be stored in their original packaging).
- Parts replaced free of charge under vehicle/driveline warranty, recalls or campaigns.
- If the part and/or vehicle have been subjected to an accident, improperly used, modified, rebuilt or changed.
- Damage caused due to neglect, incorrect fitment or adjustment of the part or the failure of another UD Genuine Parts or non-genuine part.
- Any losses, costs or damage, including loss of use, profit expected savings, load, lodging, phone calls, meals, express deliveries, lost time, inconvenience, loss of transportation, or any other direct/indirect incidental or consequential loss or damage you (or anyone else) may incur as a result of a defect covered by this warranty.

UD Trucks reserves the right to update the warranty terms & conditions from time to time. The warranty terms that apply will be those in force at the time of purchase.



The Parts Warranty and 2 Years Fitted Parts Warranty are applicable for:

- UD Genuine Parts
- UD Genuine Exchange
- UD Genuine Accessories

This is a summary of the key benefits and exclusions, for more information please contact your authorized UD workshop.