



**ThacoTrailers**

## Warranty Policy

The initial buyer (referred to as "The Buyer") of a new chassis made by Thaco Trailers is guaranteed by Thaco Trailers to be free from material and workmanship defects. This guarantee is valid as long as the chassis is utilized in regular business operations, gets periodic maintenance performed in accordance with established business procedures, bears weights that don't exceed the rated capacity of the manufacturer, and has its weight distributed evenly. The warranty is valid starting on the date of purchase.

This warranty is extended exclusively to the first purchaser of a new chassis from Thaco Trailers or an authorized Thaco Trailers's dealer and supersedes all other warranties, whether express or implied by law or otherwise. No other express or implied warranties of merchantability or fitness for a particular purpose are provided by Thaco Trailers for each new chassis.

**Main Frame - Limited Five Years Warranty**

**Paint (ED + Top Coat) - Limited Seven Years Warranty**

**Other Components - Warranty period according to the Supplier's warranty**

All warranty claims must be pre-approved before any repairs are attempted, otherwise, the warranty claim will be void. Overloading, neglect, misuse, unauthorized repairs or alterations, or failure to provide normal maintenance will void the warranty.

- **Warranty Period:** The warranty period is specified in the Annex attached to each Sales Contract. For the frame and components produced by Thaco Trailers, the warranty begins from the date of product delivery at the nominated port of destination in the USA. The Buyer assumes the warranty if the warranty period has expired before the products have reached the customers or if the remaining warranty period is longer than the warranty period provided by Thaco Trailers to The Buyer. For components purchased from suppliers, the warranty starts from the date shown on the nameplate when the chassis are fully manufactured.

- **Warranty Terms:** The warranty is valid within the specified warranty period, as indicated in the list of VINs confirmed in each contract between Thaco Trailers and its customers. For defects in design and manufacture, Thaco Trailers will cover the cost of labor, materials, and components necessary to remedy the defects for customers. Defects in components are covered under the warranty policy of the respective component suppliers. To be eligible for warranty coverage, products must comply with traffic regulations and be maintained by authorized service centers.

- **Non-Warranty Terms:** Damages and losses are not covered under the warranty if they occur due to modifications or repairs not performed by the Repair Center (the Third Party) designated and confirmed by both parties, overloading or operating on improper terrains or conditions, failure to maintain the semi-trailer periodically according to manuals or instructions, use of non-genuine components, lubricants, and chemicals, improper storage and transportation, accidents, external forces, or similar circumstances, natural disasters (fire, earthquake, flood, thunderstorm, lightning, acid rain, etc.), explosion, collision, stone splash, or theft. Ordinary wear and tear of components, including but not limited to bearings, brake pads, and rubber parts (except tires), as well as lubricants such as oil and grease, are also excluded. Time, loss of business, or the cost of renting semi-trailers during the repair period will not be compensated by Thaco Trailers.

- **Warranty Procedure:** The Buyer must submit a claim report detailing the defects to the provided contact at Thaco Trailers. Thaco Trailers will review the report and respond with the reason and solution within 7-10 working days from the receipt date. For components manufactured by Thaco Trailers, warranty service will be performed within 60 working days from the date of warranty confirmation. For components manufactured by other suppliers, the warranty procedure will follow the suppliers's warranty policy.

- **Payment for Repairing Costs:** The buyers must provide proof of repairs and destroy defective parts after replacement, then issue invoices with a detailed list of performed services to Thaco Trailers. Thaco Trailers will pay the amount or deduct it from the value of the next orders within 5-10 days from the receipt date of the invoice.

**THACO INDUSTRIES TRAILERS AND HEAVY STEEL STRUCTURES MANUFACTURING CO., LTD**

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