



**WARRANTY AGREEMENT**

**&**

**CUSTOMER REPORTING PROCEDURE**

**August 2011**

## **Contents**

Introduction .....	3
Conditions .....	3
How to make a claim.....	3
Our commitment .....	4
Exclusions.....	4
Labour Charges .....	5
Retrospective Warranty Charges .....	5

## Introduction

This agreement applies to Chapman Driver Seating products that have been purchased direct through Chapman Driver Seating Ltd, bus builders or authorised distributors.

## Conditions

Product(s) supplied through bus builders will be under warranty until they are 2 years + 1 month old and commences from the date of delivery of the product(s) to the bus builder. Products supplied through authorised distributors will be under warranty for 18 months from the date of supply of the product(s) to the distributor.

The product(s) should be maintained according to our (the manufacturers) instructions (available on the website [www.chapmandriverseating.com](http://www.chapmandriverseating.com)).

Normal wear and tear will be covered under warranty where we will endeavour to fix/repair the issue or replace sub assemblies or the complete product, depending on the severity of the issue.

Should the product(s) being reported have been subjected to abuse or excessive force, then this would not be classed as a valid warranty claim and will be rejected. Modification of the product(s) in any way will invalidate the warranty.

Should the reported issue be found to be an invalid/unjustified claim, any expenses incurred by Chapman, e.g. as a result of transport costs or labour, would be chargeable back to the customer at the discretion of the Chapman Driver Seating Management team.

## How to make a claim

We trace our products through the serial number on the product, as shown below in Fig 1. If the serial number is not given we will not accept the claim.



*Fig 1. Serial Number Example*

You can register your warranty claim in any of the following ways:-



By phone:- Please call 0845 838 2305 and state you wish to make a warranty claim. Give the serial number of the product and any information relating to the suspected fault.



By e-mail:- Please send an e-mail to [warranty@chapmandriverseating.com](mailto:warranty@chapmandriverseating.com) stating the serial number of the product and any information relating to the suspected fault.



By post:- Please send paperwork stating the serial number and any information relating to the suspected fault to – Warranty Claims, Chapman Driver Seating, 109-138 Northwood Street, Birmingham, B3 1SZ



By delivery:- Please send back the product to us with your paperwork and reference details clearly stating it is a warranty claim and any information relating to the suspected fault.

Whichever way you decide to contact us, once we have the serial number and your details we will register the claim, investigate and liaise with you as to what the necessary course of action will be.

## Our commitment

We aim to respond to each claim within 1 day of receiving the initial contact or parts returned for inspection. In some cases due to parts availability or location, we may be unable to meet our target, but we will contact you to advise the reasons and expected resolution dates.

## Exclusions

Certain exclusions apply in cases where:-

- it is obvious that the part(s) has been damaged and not as a result of the original fault
- the serial number has been removed from the part(s) and therefore is no longer traceable
- the part(s) is no longer in the warranty period as shown above
- the part(s) has been tampered with and/or foreign parts fitted (i.e. non Chapman original parts)
- the part(s) show that the general maintenance has not been conducted

## Labour Charges

Where it is not possible for one of our own staff or appointed representative to visit the depot to fix the issue, reasonable labour charges\* are accepted for the repair or replacement undertaken. Please find below a guide for fitment:-

<u>Component/Assy</u>	<u>Max Labour Chargeable</u>
Recline Bar & Knobs	15 mins
Fitment of Seat to Height Adjuster	30 mins
Replacement of Seatbelt	30 mins
Replacement of Slider Handle	15 mins
Replacement of Height Adjuster	30 mins
Replacement of Lumbar Knob	5 mins
Replacement of Squab / Cushion Frame (re-trim)	45 mins
Replacement of Lumbar (incl Squab retrim)	60 mins

*\*Please note that waiting time for vehicles to be available or travel time is not chargeable.*

It is advisable to contact the team at Chapman prior to carrying out any work, especially for any unknown repairs. We may have a quicker solution or be able to advise our approved course of action. This way we are aware of the problem and any claim can be settled quickly without delay. It also gives Chapman the opportunity to capture any issues and investigate in-house at the earliest opportunity in order to improve our products and minimise future warranty issues.

## Retrospective Warranty Charges

Where a warranty claim has been settled without any contact with Chapman Driver Seating and the customer has issued a credit request or invoice against the warranty claim, the suspect parts **must** be returned to Chapman Driver Seating for inspection to validate the claim itself.

Any claims that are deemed invalid will be rejected and the credit note or invoice will be cancelled.