

Limited Warranty Policy



1. REFERENCE TABLE

Vehicle types	Coverage Period for Equipment
RAPTOR series carriers and attachments (“Equipment”)	12 months 1000 hours, whichever comes first

2. WARRANTY PERIOD

The warranty period for new **Equipment** is 12 months or 1,000 operating hours from startup (whichever comes first), but a maximum of 24 months from delivery from the factory (Incoterm 2020: Ex Works) for new **Equipment**. Exceptions apply as per paragraph 5. The battery has a warranty period of 3 months, excluding parts, and comes into effect as soon as the **Equipment** leaves the Authorized PRINOTH Dealership (“APD”).

3. WARRANTY CONDITIONS

The application of the warranty services depends on the following conditions:

- A. The Purchaser (aka the “**end user of the Equipment**”) is required to complete a warranty registration form with the APD at the time the Equipment is transferred to the purchaser. The form must be sent to PRINOTH within 14 days of commissioning the Equipment, by email to warranty.vm.na@prinOTH.com, otherwise the period starts with the delivery date of the Equipment (Incoterm 2020: Ex Works).
- B. In the case of warranty claims on engines, these are handled by warranty conditions of the Original Equipment Manufacturer (“OEM”), which are enclosed with the product and provided by the OEM for the engines.
- C. The APD that sold the Equipment is exclusively responsible for processing warranty claims. PRINOTH VM NA, LLC must be informed at the email address specified below in paragraph 3(A).
- D. The Purchaser must provide proof (upon request) that the operating and maintenance guidelines specified in PRINOTH's technical documentation have been and will be followed.
- E. Repairs and parts replacements must be carried out by the APD or an authorized PRINOTH representative.
- F. The purchaser is responsible for returning all defective parts that have been replaced under warranty to the APD. For processing, warranty claims and defective parts must be returned by the purchaser to the APD within **60 days** of the date of replacement.
- G. Required warranty parts are invoiced at net price to the APD by PrinOTH VM NA, LLC. If, after examination by PrinOTH VM NA, LLC, it turns out that the purchaser has a warranty claim, the amounts already invoiced will be credited by PRINOTH to APD.

4. WHAT PRINOTH UNDERTAKES

PRINOTH reserves the right to periodically visit the APD to assess Equipment, the repairs carried out and the use of Original Manufacturer parts. The APD guarantees this right on behalf of the purchaser.

5. EXCLUDED FROM WARRANTY

- A. Excluded from the warranty are: Normal wear components (such as wiper blades, bulbs, fuses, windows, mirrors, etc) Parts in contact with the ground or part of the undercarriage sub-assembly (such as sprocket wheels, tires, guide wheels, rollers, pulleys, rotor tools, tool holders, wear and scuff plates, rubber tracks, etc.)
- B. Spare parts and/or accessories that are not original PRINOTH parts/spare parts, as well as damage caused by the installation of non-original PRINOTH parts.

- C. Damage caused by improper maintenance as specified in the PRINOTH technical documentation.
- D. The regular maintenance costs, including tuning, adjustment procedures, parts and lubricating greases.
- E. All additional attachments and options (as well as damage caused by them) that the purchaser has installed on the Equipment.
- F. Damage caused by, but not limited to, accidents, water ingress, fire, misuse or neglect (as specified in the user manual).
- G. Damage caused by working conditions that are not compatible with the Equipment.
- H. Damage to the Equipment caused by unauthorized modifications of the Equipment.
- I. Indirect or subsequent damage to the purchaser including, but not limited to, travel expenses (travel time, mileage allowance), the cost of accommodation and meals of the personnel employed to remedy the defect.
- J. Transportation costs and any customs clearance costs incurred for the object of purchase to the seller's registered office and vice versa.
- K. Towing or test drives, telephone calls, telegrams and electronic messages, cabs, rental vehicles and other incidental or subsequent damages.
- L. Damage caused by improper storage.
- M. Should there be any deviation in the delivery date, PRINOTH reserves the right to refuse/charge back all warranty costs outside the original warranty period.

6. EXPRESS OR IMPLIED WARRANTIES

THIS LIMITED WARRANTY IS EXPRESSLY GIVEN AND ACCEPTED IN LIEU OF ANY AND ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING WITHOUT LIMITATIONS ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. TO THE EXTENT THAT THEY CANNOT BE DISCLAIMED, THE IMPLIED WARRANTIES ARE LIMITED IN DURATION TO THE LIFE OF THE EXPRESS WARRANTY. INCIDENTAL AND CONSEQUENTIAL DAMAGES ARE EXCLUDED FROM COVERAGE UNDER THIS WARRANTY.

ONLY AUTHORIZED PRINOTH OFFICERS AT PRINOTH VM NA, LLC, CAN MAKE AFFIRMATIONS, REPRESENTATIONS AND WARRANTIES OTHER THAN THOSE CONTAINED IN THIS WARRANTY.

PRINOTH RESERVES THE RIGHT TO MODIFY THIS WARRANTY POLICY AT ANY TIME, BEING UNDERSTOOD THAT SUCH MODIFICATION WILL NOT ALTER THE WARRANTY CONDITIONS APPLICABLE TO EQUIPMENT SOLD WHILE THIS WARRANTY IS IN EFFECT.

7. CONTRACTING ENTITY AND VENUE

- A. PRINOTH's USA operations are conducted through PRINOTH VM NA LLC, 1731 North Gault Street, St. Peter, Minnesota 56082, 1-800-767-7112. All inquiries and claims should be directed to the APD from which the Equipment was purchased, except as provided in paragraph 3(A) above.
- B. The sole and exclusive jurisdiction for any disputes arising under this Limited Warranty Policy, or relating to the products sold to the purchasers shall be venued in St. Peter, Nicollet County, Minnesota.