

## Warranty Terms and Conditions

At Bespoke Traffic and Highway Solutions Limited (BT-HS) we want our customers to have certainty in the vehicles we produce for years to come. We use the latest engineering methods, parts and technological know-how to design, build, and convert our vehicles. We are proud of how we manufacture and convert our vehicles and by using the best material products and practices available we are confident to supply a 3-year warranty on all our new vehicle conversions.

This document explains the terms, conditions, and exclusions in relation to the BT-HS 3-year body build and conversion warranty.

### What's Covered?

BT-HS warrants all body work and build conversion to be free from defects in material parts or workmanship at the time of manufacture. This warranty covers the vehicle for up to 36 months and or for 100,000 miles from the date of first registration. The vehicle and or conversion must be purchased, serviced, and maintained by registered companies or individuals based in the UK (including Northern Ireland)

Under this warranty we will repair or replace on a return to base condition, any parts of a new BT-HS vehicle conversion which are found to have such faults when the vehicle and it's conversion is used in normal conditions.

### Limited Liability

Under this warranty BT-HS are only liable for the repair or replacement of original parts used in the vehicle conversion that are defective in material or workmanship. BT-HS are not liable for any costs that may be incurred by returning the vehicle to us or because of loss of use as a result of being without the vehicle during warranty repairs.

Any mechanical and or chassis related warranty enquiries are to be referred directly to the chassis manufacturer in line with their manufacturer's warranty. Warranties of other manufacturers or suppliers who supply components or ancillary equipment to the completed vehicle are the responsibility of that particular manufacturer or supplier and the Company assumes no responsibility in this regard.

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## What's not covered?

### Damage due to factors beyond the manufacturers control

Examples of this could include:

- Misuse of the vehicle such as driving over kerbs, overloading, racing, etc.
- Events such as collision, fire, theft, riot, etc
- Vehicles categorised as 'total loss' or 'insurance write off'
- Alteration, modification, tampering, etc
- Damage or surface corrosion from the environment such as acid rain, airborne fallout (chemicals, bird lime, tree sap, etc), salt, road hazards, hail, wind, storm, lightning, floods and other acts of God
- Cosmetic conditions or surface corrosion from stone chips or scratches in the paint
- Any vehicle on which the mileage has been changed or on which the actual mileage cannot be verified
- Indirect loss and expenses such as loss of use, hotel costs, vehicle rental, other travel costs and loss of pay
- Vehicle Alterations unless approved and fitted by BT-HS are not covered under this warranty.

### Damage due to lack of maintenance, such as

- Servicing that is not completed within the time and mileage recommendations, as described in the service book and or the owner's manual
- Improper maintenance or the use of fuel, oil or lubricants, additives other than those recommend in the owner's manual
- The use of inferior quality service and or maintenance parts or maintenance carried out not to the manufacturer's standards

### Normal deterioration

- Normal wear, tear or deterioration such as discolouration, fading or deformation
- Surface corrosion on any part other than the sheet metal panels on the exterior body
- Gradual wearing of mechanical components in proportion to mileage
- The adjustment of doors, drop sides, hinges and tailgates is covered up to the first 12 months.
- Parts worn by normal driver usage and parts normally replaced or adjusted as part of the normal service schedule

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## Production Changes

BT-HS may make changes to the vehicle conversions we build at any time without having to make similar changes to vehicles we have previously built and or sold.

## Customer Responsibilities

BT-HS have no control over damage caused by a crash or accident, misuse, and poor maintenance. Repairs of this nature are the customers responsibility.

This warranty does not cover damage which happens after the vehicle is delivered to you

## Maintenance

Customers must use and maintain their vehicle properly. If they use a vehicle in severe driving conditions, they should follow the extra maintenance steps set out in the owner's manual for the vehicle and seek additional maintenance requirements from BT-HS for the preservation of their conversion.

## Maintenance records

You may need to show that you've maintained your vehicle properly. So you should keep your maintenance records handy, together with all your receipts.

## Warranty repairs

BT-HS will repair any manufacturing faults, parts or component failure free of charge during the warranty period.

BT-HS must be informed in the first instance under the warranty period prior to any work being carried out on the vehicle and given the opportunity to inspect the vehicle and carry out the repair work required. BT-HS reserves the right to reject any warranty claim where repair work has been carried out by an alternative company or service provider prior to notification of claim.

If approved under such a warranty claim, whilst the contract and responsibility to carry out the repairs will be with BT-HS, we may at our discretion pay the costs of any repairs by any pre-authorised subcontractor who we approve can carry out warranty repairs on our behalf.

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