

Warranty guidelines for fuel and oil filters

The following provisions apply to complaints (removed and faulty/damaged items) from the following product groups:

- Oil filters (product group J131)
- Fuel filters (product group J133)

These items are classed as hazardous goods. Special requirements must therefore be observed when transporting the items. In accordance with the ADR (Agreement Concerning the International Carriage of Dangerous Goods by Road), we act as the client by instructing you to return the dangerous goods to us as a complaint. This means that we are responsible for informing you of the special requirements for shipping. There is a risk of high fines if these requirements are not taken into account.

Used oil and fuel filters are returned under UN 3175 "Solid substances containing flammable liquid substances". Due to the small package size (up to max. 1kg per filter), it is possible to transport hazardous goods packaged as "limited quantity" (LQ).

The following procedure therefore applies for the above-mentioned cases:

- Please call 06104 608 250 to report your complaint. Our employees will decide whether a return of the affected part is necessary. The telephone warranty claim must be made within 10 days of the occurrence of damage.
- If a return of the part is not necessary, we ask you to dispose of it in compliance with the applicable legal requirements for disposal. Please complete the warranty claim (<https://herthundbuss.com/download/gewaehrleistungsantrag/>) in full and send it to arthur.guenther@herthundbuss.com.
- If it is necessary to return the part to us, the fully completed warranty claim (<https://herthundbuss.com/download/gewaehrleistungsantrag/>) must be attached. The following requirements for the transport of dangerous goods according to ADR must also be taken into account:

Removed oil and fuel filters must have run out for at least 24 hours. They must then be packed in a sturdy plastic bag and sealed leak-proof. The sealed plastic bag (inner packaging) must be packed in a stable cardboard box free from damage (outer packaging). Any empty space in the box must be filled. The cardboard box may be filled with several filters (up to a total weight of 30 kg).

The shipment must be marked with a corresponding sticker. This can be found in original size on page 3. Please print it out and stick it to the side of the package in a clearly visible position. The sticker must fit fully visible on the side of the box (print smaller if necessary). Please also cover the sticker completely with transparent adhesive tape to make it weatherproof.

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In the case of independent shipment, the parcel service/shipping company must be informed of the "hazardous goods in limited quantities" status.

Hazardous goods must not be shipped by air freight.

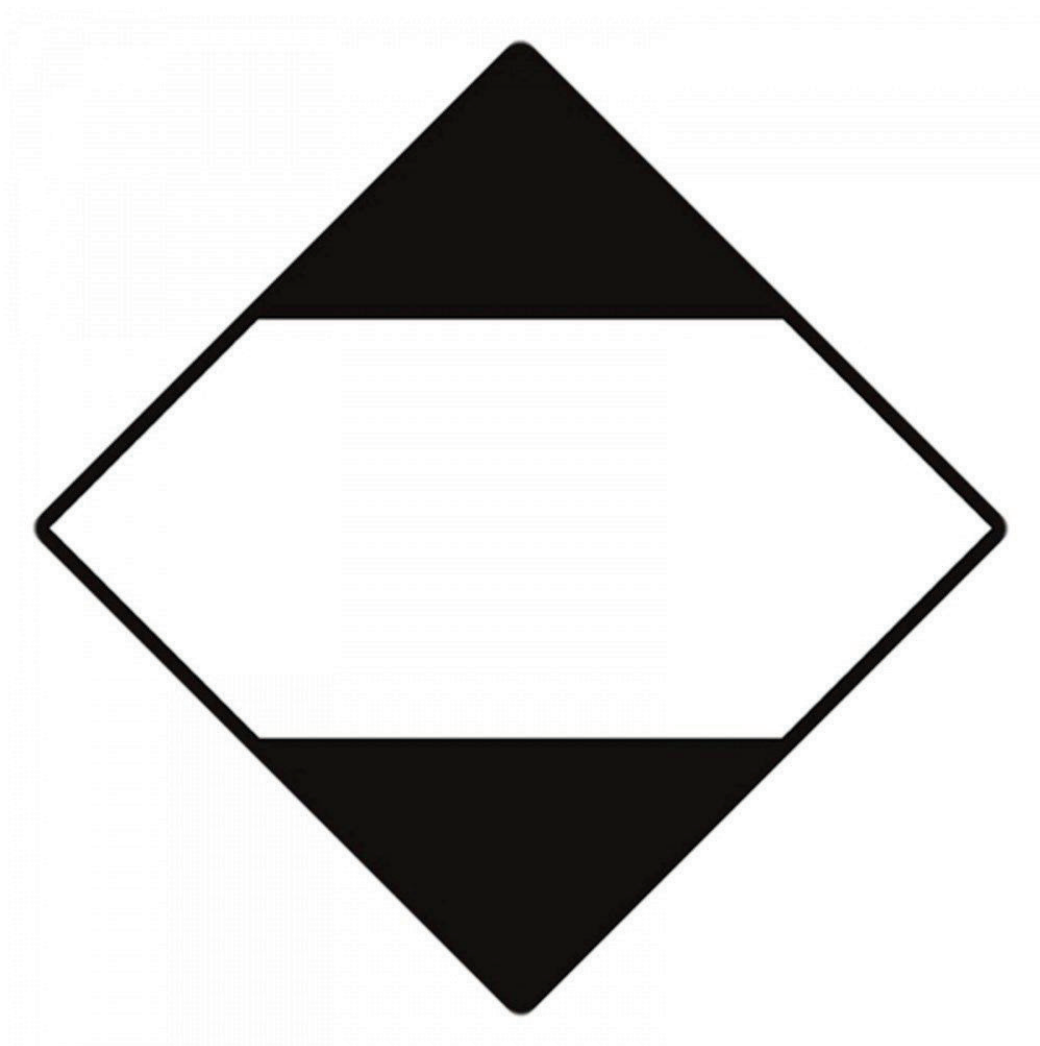
General information on the warranty claim:

- If any important details are missing in the warranty claim, which cannot be verified by consulting the relevant paperwork or which do not correspond to the facts in question, the warranty claim will have to be rejected without any technical inspection.
- Costs incurred by removing and fitting parts will be reimbursed according to the specifications of the manufacturer and the German Automobile Trust (DAT) upon presentation of the original invoice from the date of the failure. Compensation for hourly rates will be made up to a sum of EUR 55.00 per hour. If the damage is repaired by the workshop that performed the initial fitting, the repair costs shall be settled upon presentation of a full breakdown of the relevant costs. The costs will then be credited exclusive of VAT. The invoice for the initial fitting must be presented. For parts with diagnostic capability, the error memory log for the date of the failure is required.
- Any credit notes which have been issued in advance may be debited again in the event of a rejection by the manufacturer.
- Warranty claims expire 24 months after the date on the invoice for the supplied part.

The warranty shall be voided in the following cases:

- If the supplied item is altered by a third party or by fitting parts of third-party origin.
- If statutory fitting and handling specifications or those issued by ourselves or our suppliers are not observed.
- If the condition of the supplied item is due to normal wear and tear.
- If the defect can be traced back to improper installation/assembly, incorrect handling or inadequate maintenance.
- If the defect was already noticed at the time of purchase.

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