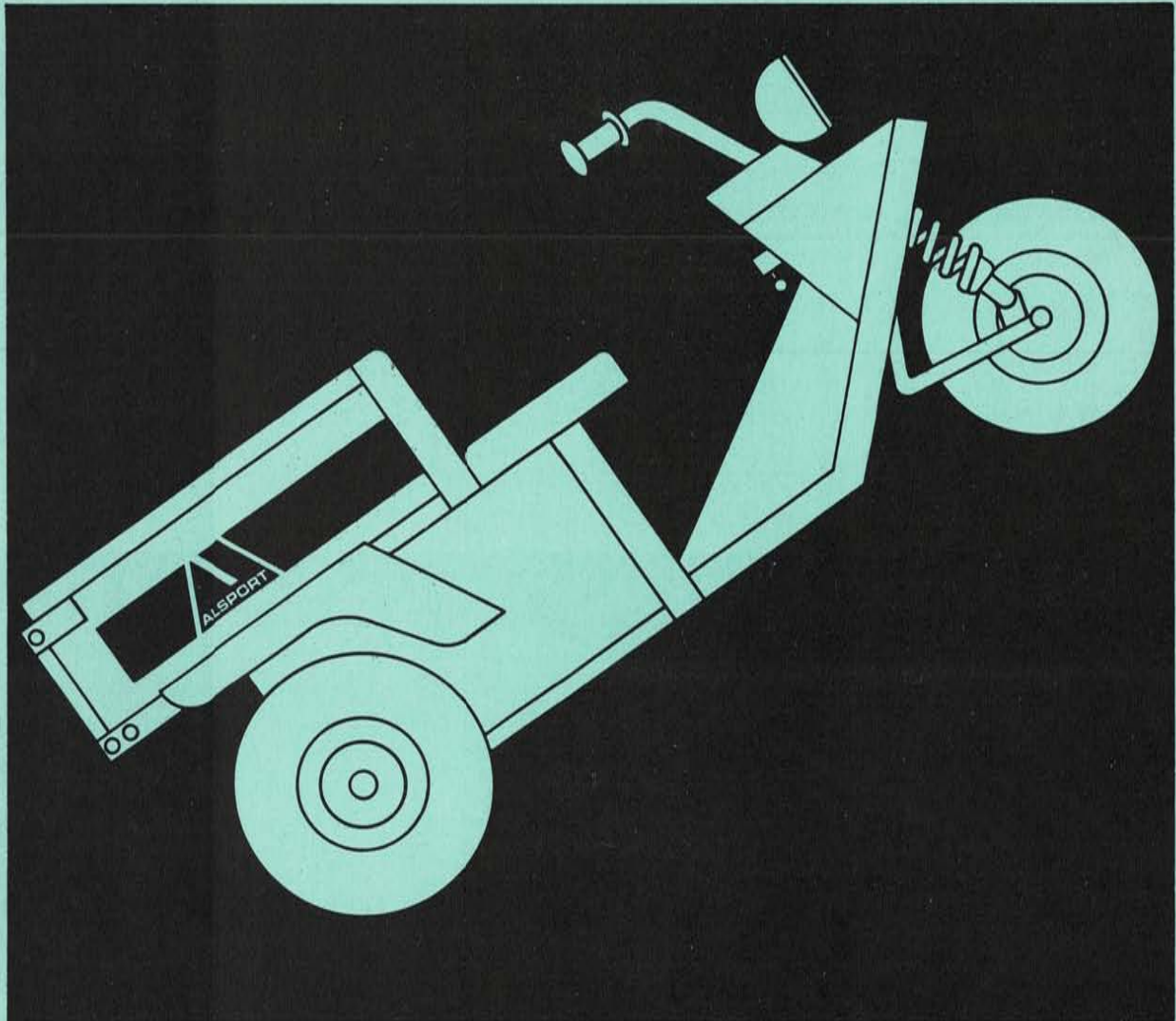




# Utility Truck



## **WARRANTY POLICY AND PROCEDURES**

ALSPORT, INCORPORATED  
84 Whittlesey, Norwalk, Ohio 44857

## UTILITY TRUCK WARRANTY POLICY

Alsport, Inc. will warrantee any part on the Utility Truck for a period of six (6) months from date of purchase, if we manufactured it. We will replace it through any one of our Authorized Dealers. All you pay for are service calls or transporting the unit to and from dealer.

Labor shall be covered for the first 90 days only. The second 90 days labor shall be covered by the customer.

This warranty shall not apply to any Alsport Utility Truck which has been repaired or altered outside of the dealership in any way so as to affect its stability, nor which has been subject to misuse, negligence or accident, or operated for some type of racing purposes or rental application.

Alsport shall be under no liability whatsoever in respect of an loss, damage, injury, or expense arising from any defect in said product.

Your Authorized Dealer will repair or replace, free of charge any parts that are found to be defective within the warranty period, subject to the "condition" as follows:

Purchased component parts ( example: clothes, and engines, etc..) are subject to the individual manufacturer's warrantee, which Alsport shall abide by.

Alsport, Inc. warrantee is limited to products sold to original retail purchaser, and is not transferable in any form.

Nor does the warranty extend to repairs made necessary, by the use of inferior parts or accessories, or by the use of types of accessories not recommended by Alsport, Inc. nor does it apply to normal wear.

We make no warranty in respect to trade accessories, or parts not of our manufacture, inasmuch as they are usually warranteed separately by their respective manufacturers.

Equipment excluded from all warrantees of Alsport, Inc. are considered normal wear items, and are belts, chains, bulbs, upholstery, etc.

Parts CANNOT BE SHIPPED to the factory unless an R.G.A. number has been assigned.

Alsport, Inc. reserves the right to make designs and specification changes, additions and improvements, in its products, without notice and without incurring obligation to install them on products already manufactured.

Alsport's purchased parts for the Utility Truck shall be covered by that manufacturer's warranty.

ENGINE WARRANTY

The Tecumseh engine is covered by Tecumseh Products. Refer to the engine Owner's Manual for details.

No vehicle will be considered under warranty unless the warranty registration card has been properly completed, signed, and returned to Alsport within 10 days of sale. Four cycle engine repair or service will be done by an authorized Tecumseh repair station

## RETURNED GOODS AUTHORIZATION

All parts to be returned to Alsport, Inc. must have proper authorization. The authorization to return parts or equipment is the discretion of our Warranty-Service Director. This authority may be attained by communicating with Alsport, in either letter form or telephone.

### PROCEDURE

The Authorization to return parts, is accomplished upon receipt of a RGA form. The forms is multi-copy, with a copy to be retained in your files. The remaining copies are to be packed inside the box or carton of equipment being returned. In addition, you will receive a label pre-addressed with the RGA number on it. This number must be on the outside of each carton being returned.

All parts returned without prior approval and the RGA number assigned, will be promptly returned to sender, freight collect.

CONDITIONS

Warranty will not apply to machines sold by persons other than Authorized Alsport Dealers.

Warranty registration card MUST be completed by the selling dealer and mailed to Alsport, Inc. and distributor within 10 days of sale.

Warranty will not apply to any machine that has been modified, used for racing purposes or types of competitive operation or used as rental units.

Normal wear and tear parts such as: spark plugs, drive belts, seat cushions, and light bulbs are exempt from all warrantee.

Warranty will not apply when in the judgment of the factory that failure due to neglect is the result of lack of or improper owner maintenance. The warranty does not cover maintenance services.

Warranty applies to the original retail purchaser only and is not transferable.

Alsport, Inc., its Distributors, and its Dealers shall not be liable for transportation charges, consequential expenses nor loss of time, inconvenience of use of the vehicle in connection with the repair or replacement of defective parts. The warranty period for any product is not affected or prolonged because the part or machine it was installed on was inactive for a portion of the warranty period.

### ACCESSORY WARRANTY

(Accessory items submitted for warranty must be accompanied by a completed warranty claim form and a copy of the sales receipt showing the date of sale.) All returned equipment must be authorized, see page 2.

Our obligation under this warranty is expressly limited to the replacement of defective parts only and does not apply to parts that have been subjected to any misuse, accident of improper installation.

#### CLOTHING

Alsport garments are warranted for a period of thirty (30) days from date of sale against defects in material and workmanship originating at point of manufacture.

Normal "Wear" and misuse of the garment is not covered by this warranty.

Alsport, Inc. will repair or replace at our option any garment found to be defective. Sales slips with date of purchase must accompany all claim forms.

### REPLACEMENT PARTS WARRANTY

Genuine Alsport replacement parts are warranted for a period of thirty (30) days from date of sale.

(Any replacement parts submitted for warranty must be accompanied by a completed claim form and a copy of the sales receipt showing date of sale, if no sales receipt is given please give the invoice number purchased on. This is a MUST. If the above is not done, claim is subject to REJECTION.

"Our obligation under this warranty is expressly limited to the repair or replacement of any genuine Alsport replacement part that is found to be defective. The warranty does not cover labor charges on any machine that is beyond its new product warranty."

### CUSTOMER SERVICE

All inquiries concerning the handling of customer complaints, warranty services and the processing of warranty, including inquiries on warranty credit memos and claims, must be directed to your area distributor. The Dealer must provide the following information when a customer complaint or warranty service questions are involved.

- A. Model Number
- B. Serial Number
- C. Date of Sale
- D. Owner's Name & Address
- E. Complete description of the problem or failure, corrective action taken and dealer's recommendations regarding additional action needed or requested to solve the claim.
- F. Depending on the type of complaint, problem of failure, additional information on such as the warranty claim or credit memo number may be required.

## WARRANTY COSTS ---- HOW TO REDUCE THEM

Warranty work is remunerated on a non-profit basis.

I. Know the Warranties ...

Understand which parts are covered by warranty and for how long. Some of our products have components which are warranted by their respective manufacturer. Therefore, you may not be the authorized warranty station for the engine. Also, don't have a claim rejected because you failed to determine whether or not it was still within warranty.

II. Explain the Warranties to your Customer ...

This means at the time of sale, explain to the customer what the warranty covers and as importantly, what it doesn't. Never assume the customer understands warranties, that he will read in the Owners Manual after he leaves your shop, or that he would fully understand the warranty if he read it.

Many customers believe their warranty covers everything, even tune-ups and damage caused by abuse. Whether a customer is right or wrong, he will go away unhappy if he expects a free warranty repair but doesn't get it. The few minutes it takes to explain the warranty at the time of sale may save you a lot of money and a customer later.

III. Provide Prompt/Courteous Warranty Service ...

When warranty work comes in, don't treat it as a second class project. Do it cheerfully and willingly.

You aren't likely to make a profit on warranty work. In fact on some jobs you'll lose money. But this is a part of the business. If you accept it, treat warranty work as you would normal repair jobs, your warranty customers will come back for regular service work on which you do make money.

IV. Fill in Warranty Forms Completely ...

Completeness includes accuracy and legibility. If the form is wrong or unreadable, it's not complete.

Be sure all required information is included on the warranty claim form. This may be the least liked and most neglected part of warranty work.



V. Submit Warranty Promptly ...

Don't let the paper work pile up on you. Fill out and get warranty claims ready for turn in as soon as the work is done. We require that claims be submitted within 10 days. Claims submitted late will be rejected. Doing everything else right and forgetting or failing to turn in the warranty on time could be a costly lesson. Follow through ... for higher profits.

VI. Maintain Accurate Records ...

Be sure to keep a copy of each claim in your records. Have an open and closed file. The open file is for claims submitted but for which you have not received credit. The closed file would be a record of warranty for which you have been reimbursed.

Review the open file frequently to insure you received the credit you have coming.

## PRE-DELIVERY PROCEDURE

Time of customer pick up is a big moment for the customer and for the dealer and his dealership. In addition, the event marks the beginning of the dealer's continuing sales relationship with a customer.

Therefore, every effort should be made to show the customer that the dealer regards the delivery of an Alspert product to him as the most important event of the day in the dealership. The delivery time should be scheduled so that the proper person is available to deliver the Alspert product to the owner.

Everything the dealer does following delivery of the Alspert product, particularly during the early months of ownership, should be directed toward selling the owner continually on the product, earning the loyalty of the customer, and the dealership's way of doing business.

The following is a delivery procedure that will create good Dealer-Owner relations and build good customer satisfaction and loyalty:

1. Explain to the new Utility Truck owner the Pre-Delivery Service Check which was performed prior to delivery.
2. Present to the owner the Owner's Manual. Explain the warranty policy and the operating and maintenance instructions.
3. Be certain the owner understands the proper operation is a condition of the warranty coverage, and also the Required Maintenance Services. Explain any additional recommended services and their importance to the owner's maximum enjoyment of his Utility Truck, even though they are not required to assure warranty coverage.
4. Have the customer sign the pre-delivery inspection check list to verify that the service has been satisfactory and that he understands the warranty policy and the operation and maintenance instructions.

PREFERRED WARRANTY RETURNS

The following parts must be returned to Alsport for credit. Any other parts do not have to be returned, unless otherwise specifically requested by the Warranty Department.

However, from time to time we may require a spot inspection of defective parts for quality control purposes.

You should retain parts for a 30 day period after submitting a warranty claim. This only applies to parts not listed in this directive.

1. Driven Torque Convertor
2. Drive Torque Convertor
3. Torque Convertor Jackshaft
4. Torque Convertor Mounting Bracket
5. All Differential Parts
6. All Wheels & Tires
7. Front Forks
8. All Frame Weld Assemblies
9. Transmission, Reversing
10. Any items requested to be returned by the Warranty Department

UTILITY TRUCK  
LABOR RATE SHEETS

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RATES:     \$.50 per hr.,           \$.12 per minute,           \$.65 per tenth hr.

1.     FRONT FORK & RELATED PARTS

CODE	DESCRIPTION	TIME ALLOTMENT
UA	R & R Tire	5 min.
UB	R & R Shocks	10 min.
UC	R & R Spindles	5 min.
UD	R & R Handle Bars	5 min.

2.     BASIC FRAME & RELATED PARTS

UE	R & R Frame	5 hr.
UF	R & R Rear Axle	1 hr.
UG	R & R Rear Tire	3 min.
UH	R & R Seat	5 min.
UI	R & R Jackshaft	1 hr.
UJ	R & R Large Sprocket	5 min.
UK	R & R Small Sprocket	15 min.
UL	R & R Drive Clutch	5 min - 4 cycle
UM	R & R Driven Clutch	15 min.
UO	R & R Jackshaft Bearings	1 hr.
UP	R & R Rear Shocks	15 min.
UQ	R & R Rear Axle U-Joints	1 hr.
ULL	R & R and Overhaul Drive Clutch	30 min.
UMM	R & R and Overhaul Driven Clutch	15 min.

UXX     This will be used for misc. warranty repairs and Alsport will allot time and price for these repairs. Dealers will be required to give full details on all XX repairs. All other repairs will require dealer to use letter or letters to designate repairs performed. All pricing will be done by Alsport.

UN	R & R Hydraulic Brake Lever	2 min
UR	R & R Hydraulic Brake Caliper	5 min.
US	R & R Hydraulic Brake Line	15 min.
UT	R & R Brake Disc	5 min.
UU	R & R Muffler	
UV	R & R Engine (RTS-8, Mac)	10 min.
UX	R & R Motor & Mount Plate	15 min.
UY	R & R Bearing Axle	5 min.
UZ	R & R Bearing Wheel	10 min.

## PROPER CLAIM FORM PROCEDURE

- A. DATE: Insert date claim is completed.
- B. Unit Owner Name & Address: Insert complete owners name & address.
- C. Serial#: Insert serial number of the unit. The number can be found stamped into front seat mount tube. We check each warranty claim for the serial # of the machine with the warranty cards; if there is not a card in the file for the machine we will not issue you any credit.
- D. Date of purchase: Record the date purchased here, and this date must match the date on your warranty card. It is the distributor's responsibility to insure that this is the correct date before sending in to the factory.
- E. Model: Make sure that you put the correct model name and number of the machine in this box. (see attached model name & number sheet).
- F. Warranty Expires: Record date of expiration, which is 180 days from date of purchase.
- G. Dealer Name & Address: Your name & Address in this box.
- H. Make of Engine: Correct model and engine number designation.
- I. Parts replaced: Record by part number all defective parts replaced.
- J. Work performed: Insert in this box a letter (s) designating the work that you have performed. Please use the code on your flat rate sheet.
- K. Date of repair: Record date of your repairs.
- L. Dealer's Signature: Dealer must sign here.
- M. Owner's Signature: Owner must sign here.
- N. For Distributor-Factory Use Only: Please do not write in this space; this is for the factory-distributor use only.
- O. Distribution of Copies for 1974 Warranty Claims: Canary copy - dealer keeps for his files, pink copy - distributor keeps for his files, if a distributor in your area; yellow copy - Alsport returns to you when fully processed, Aqua & White Copy - Alsport keeps for their files.

