



## Used Equipment Offer Letter

Here's your updated **Van-Centre Used Forklift Warranty and Payment Policy**, now including a section on **travel time responsibility**:

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## Van-Centre Used Forklift Warranty and Payment Policy

### 1. Warranty Period

Van-Centre Forklifts offers a **limited 30-day warranty** on used forklifts. This warranty begins on the **date of purchase** and covers the forklift's **operational condition** for **30 days**.

### 2. Warranty Coverage

This warranty covers the forklift's **major mechanical and electrical components** necessary for proper operation, including:

- **Engine (internal combustion models)**
- **Transmission**
- **Mast assembly, including cylinders and carriage**
- **Steering system**
- **Hydraulic pump and major hydraulic components**
- **Electronic control systems (if applicable)**

All forklifts undergo a **thorough inspection prior to delivery**, and the warranty **covers the forklift to the operational level it was in at the time of sale**. Any issues arising from **defects present at the time of sale** will be covered, provided the forklift has been used appropriately.

### 3. Exclusions

The following are **not covered** under this warranty:

- **Wearable Parts**, including but not limited to:
  - Tires
  - Hoses
  - Brake pads, discs, or shoes
  - Forks and load backrests
  - Filters and fluids
  - Seats and seat belts
  - Lights and fuses
- **Damage due to misuse, abuse, neglect, improper operation, or accidents**

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- **Failures resulting from unauthorized modifications or repairs**
- **Environmental or cosmetic damage, including rust and paint wear**
- **Batteries (unless purchased separately, see Section 4)**

### 4. Battery Policy for Electric Forklifts

- **Batteries are sold separately unless explicitly included in the purchase price.**
- If a forklift is purchased **without** a separate charge for the battery, the battery is considered **scrap or overstock** and **is not covered under this warranty.**
- If a battery was **paid for separately**, it will carry its own **specific warranty terms** as stated at the time of sale.

### 5. Travel Time & Service Call Responsibility

- **Travel time and associated service call costs are the responsibility of the customer.**
- If a warranty repair is required, Van-Centre Forklifts will cover the **parts and labor** for covered components, but the **customer is responsible for travel charges** related to service calls.
- Repairs can be done **on-site** at the customer's expense for travel, or at Van-Centre Forklifts' facility, where the customer is responsible for transportation of the forklift.

### 6. Payment Terms

- **Full payment is required** before the forklift leaves our facility.
- We accept **various payment methods** as per the agreed-upon terms.
- No forklift will be released until payment is received in full.

### 7. Warranty Claims

- Any claims must be submitted **within the 30-day warranty period.**
- The forklift must be inspected by Van-Centre Forklifts, and warranty repairs will be conducted at **our discretion.**
- If the forklift is **operated improperly or maintained incorrectly**, the warranty will be void.

For warranty inquiries or assistance, contact **Van-Centre Forklifts at [Customercare@vancentreforklift.com](mailto:Customercare@vancentreforklift.com) or 604-377-4782.**

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