



## **WARRANTY**

# **MASTER SERVICE WARRANTY POLICY**

**Effective Date: January 1, 2025**

**Applies To: All service work performed by Van-Centre Forklift & Industrial Repairs Ltd. ("VCF"), including all subcontractors hired, directed, or approved by VCF, for all equipment serviced by VCF.**

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## **1. Warranty Coverage — Workmanship Only**

**VCF warrants that the specific service workmanship performed will be free from defects in workmanship for thirty (30) calendar days from the date the job is completed.**

- **The warranty period is based strictly on calendar days, not hours of use**
- **Coverage applies ONLY to the exact component(s) explicitly listed on the invoice and work order as repaired, replaced, or adjusted**
- **This warranty covers workmanship ONLY — NOT parts**
- **Maximum warranty coverage is limited to the original invoice amount BEFORE TAX**
- **Warranty is one-time only**

**If a workmanship defect is corrected and the same issue reoccurs, the component is deemed non-repairable, and replacement is required at the Customer's expense.**

**This warranty does not extend to the equipment as a whole, system-level operation, or any component not expressly serviced.**

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## **WARRANTY**

### **2. Payment Requirements**

- The original invoice must be paid in full before any warranty work is performed
- The 30-day warranty period does not pause, extend, or reset due to late payment or downtime
- Payment delays do not provide additional warranty time

**Example:**

Payment made 15 days after completion → 15 days remain

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### **3. Strict Exclusions — What Is NOT Covered**

This warranty does NOT cover:

- Misuse, abuse, collision, impact, overloading, or improper operation
- Failures caused by poor maintenance, missed maintenance, or neglect
- Wear items, consumables, or expected deterioration
- Corrosion, rust, seizure, fatigue, contamination, or age-related failure
- Parts VCF did not explicitly repair or replace
- Issues discovered after recommended repairs were declined
- Damage caused by continued use after symptoms appear
- Claims based on hours of operation rather than calendar days
- Any issue unrelated to the exact work performed
- Unsafe, incomplete, or limited repair requests
- Components temporarily moved for access but not repaired
- Hydraulic seal replacement without rod re-chroming, where chrome condition contributed to failure

VCF technicians are the sole authority in determining warranty applicability.

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## **WARRANTY**

### **4. Warranty Claim Requirements**

To submit a warranty claim, the Customer must:

- Have the invoice paid in full
- Report the issue within 30 calendar days
- Contact VCF at 604-377-4782 or [customercare@vancentreforklift.com](mailto:customercare@vancentreforklift.com)
- Provide the invoice number
- Allow VCF full access to inspect and diagnose the equipment

Approved workmanship warranty repairs are provided at no charge, subject to Section 9 limits.

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### **5. Diagnostic Time & Non-Warranty Billing**

If the issue is determined to be non-warranty, standard rates apply:

- Labour: \$220/hr (15-minute increments)
- Travel / Call-Out: \$75
- Shop Supplies: \$30
- Fuel Surcharge: 3%

Diagnostic time is billed the same as labour.

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## **WARRANTY**

### **6. Master Warranty Supremacy Clause**

This document is the sole, exclusive, and controlling warranty for all work performed by VCF and its subcontractors.

It:

- Supersedes all verbal or written warranties, past or present
- Overrides any statements made by technicians, subcontractors, dispatchers, or administrators
- Cannot be altered except by written agreement signed by a VCF executive

In any dispute, this document alone governs warranty coverage.

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### **7. Limitations of Liability**

VCF is not liable for:

- Equipment downtime
- Rental or replacement equipment
- Loss of use
- Lost productivity
- Loss of income or revenue
- Business interruption
- Indirect, incidental, consequential, or punitive damages

This warranty covers workmanship only — not operational or financial impact.

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## **WARRANTY**

### **8. Warranty Value Limit (Maximum Coverage)**

- **Warranty coverage is limited to the original invoice amount BEFORE TAX**
- **Warranty is one-time only**
- **Coverage cannot exceed the original repair value**
- **Work exceeding the original value is billed at standard rates**

Parts value, manufacturer determinations, and supplier decisions are expressly excluded from VCF warranty obligations.

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### **9. No Cascading, Adjacent, or System-Based Warranty**

VCF warranty applies **ONLY** to the component(s) directly repaired.

It does **NOT** cover:

- **Adjacent, attached, or connected components**
- **Failures within the same system**
- **Parts loosened or removed for access**
- **Failures caused by vibration, stress, or normal operation of nearby components**
- **Secondary, collateral, or cascading failures**

If VCF did not directly repair or replace a part, it is not covered under any circumstance.

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## **WARRANTY**

### **10. Partial Repairs & Subcomponent Limitations**

Where VCF performs a partial repair (e.g., seals, O-rings, packing, gaskets):

- **ONLY** the replaced subcomponent is covered
- The complete assembly is **NOT** covered

Failures including but not limited to:

- Rod bending
- Barrel cracking
- Gland failure
- Thread stripping
- Port cracking
- Internal scoring
- Structural or fatigue failure

are not covered, even if seals were replaced.

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### **11. Secondary or Resulting Damage Disclaimer**



## **WARRANTY**

**If a repaired item fails and damages other components:**

- Only the originally repaired item is eligible for review
- No secondary, resulting, or collateral damage is covered

**Examples:**

**Seal failure damaging mast → mast not covered**

**Fitting replacement followed by hose burst → hose not covered**

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## **12. Customer Responsibility & Warranty Void Conditions**

**Warranty is void if the Customer:**

- Continues operating equipment after symptoms appear
  - Refuses diagnostics, disassembly, or testing
  - Declines required non-warranty safety repairs
  - Operates equipment outside manufacturer specifications
  - Fails to perform daily operator checks
  - Allows unauthorized work or installs non-VCF parts
  - Causes contamination, fluid starvation, or improper lubrication
  - Removes, modifies, tampers with, or attempts repair of any part subject to a potential manufacturer warranty claim prior to VCF assessment or manufacturer submission
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## **WARRANTY**

### **13. Warranty Assessment Finality & Customer Refusal Policy**

After inspection, VCF determines whether an issue is:

- **Warranty**
- **Partial warranty**
- **Non-warranty**

VCF's determination is final.

If the Customer refuses:

- **Diagnostics**
- **Required disassembly**
- **Testing**
- **Non-warranty repairs needed for safety or function**

All warranty obligations immediately end.

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### **14. Continued Use After Failure**

Continued operation after symptoms appear voids warranty for any resulting damage.

Warranty remains limited solely to the original workmanship and invoice value.

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## **WARRANTY**

### **15. Investigation Timeline & Objectivity Policy**

VCF may require up to two (2) weeks to complete a warranty investigation.

During this time:

- No partial conclusions are issued
- No preliminary statements are provided
- The investigation cannot be rushed or interrupted

Findings are:

- Evidence-based
- Fact-driven
- Unbiased

Customer opinions or assumptions do not influence determinations.

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### **16. Purpose of Warranty — Fairness & Equity**

This warranty exists to:

- Stand behind VCF workmanship
- Address genuine workmanship defects
- Avoid unfair responsibility for pre-existing or unrelated failures
- Apply consistent standards to all customers

It is not intended to shift responsibility unfairly to either party.

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## **WARRANTY**

### **17. Parts Warranty — Manufacturer Controlled (NO VCF AUTHORITY)**

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All parts supplied by VCF are subject exclusively to the original manufacturer's, supplier's, or distributor's warranty, if any.

VCF does not provide, extend, or guarantee any parts warranty and has no authority to approve, deny, override, or influence any parts warranty decision.

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#### **17.1 Initial Assessment & Responsibility Determination**

When a failure involves a part or component supplied by VCF, VCF will first perform an initial assessment to determine whether the issue is:

- A VCF workmanship issue, or
- A part or component failure unrelated to VCF installation or service workmanship

If the issue is determined to be workmanship-related, it will be handled in accordance with this Master Warranty Policy.

If the issue is determined to be a part or component failure, VCF will immediately stop further warranty work and advise the Customer of the finding.

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## **WARRANTY**

### **17.2 Parts Warranty Claim Initiation (Administrative Only)**

If the failure appears to be a potential manufacturer warranty matter, VCF will, as a courtesy and at no administrative fee, initiate a parts warranty claim on the Customer's behalf.

This administrative assistance:

- Does not imply warranty approval
- Does not obligate VCF to cover labour, downtime, or costs
- Does not accelerate or influence the manufacturer's decision

VCF acts strictly as a facilitator, not a decision-maker or advocate.

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### **17.3 Removal, Shipping & Manufacturer Investigation**

Once the supplier, manufacturer, or distributor authorizes inspection:

- The Customer authorizes VCF to remove the component at standard bill-out rates
- The component will be packaged and shipped to the designated vendor or manufacturer
- All labour, travel, fluids, freight, and handling are billable to the Customer

The manufacturer, supplier, or distributor will then conduct its own investigation and make a final determination regarding warranty eligibility.

VCF has no control over this process, timeline, or outcome.

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## **WARRANTY**

### **17.4 Outcome of Manufacturer Determination**

**If the part IS approved for warranty:**

- **The manufacturer will supply a replacement part**
- **The Customer is responsible for all labour and related costs to install the replacement part**
- **Downtime, delays, and operational losses remain non-compensable**

**If the part is NOT approved for warranty:**

**The Customer will be given the option to:**

- **Purchase a new replacement part, or**
  - **Have the original part returned at the Customer's cost from the manufacturer's location**  
*(Shipping costs vary globally and are outside VCF's control)*
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## **WARRANTY**

### **17.5 Timeframes, Downtime & Customer Options**

**Parts warranty investigations may take several weeks to several months to complete.**

- **VCF is not responsible for downtime, loss of use, or operational impact during this process**
- **VCF does not control the speed, priority, or handling of any warranty claim**
- **To expedite repairs, the Customer may elect to purchase a new component immediately, independent of the warranty process**
- **Customers who choose to expedite repairs by purchasing a new component will not be credited back the original components cost, instead if the warranty claim is approved they will be provided with a new replacement or repaired component from the manufacturer for their inventory. This part can be used at a future date but can not be returned for credit or any monetary value.**

**Choosing to wait for a warranty determination is a Customer decision, not a VCF obligation.**

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## **WARRANTY**

### **17.6 No Assumed Coverage**

No part will be considered warranted unless and until the manufacturer explicitly approves the claim in writing.

Timing, proximity to service, or failure after installation does not imply warranty coverage.

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### **18. Transferability**

This warranty is non-transferable and applies only to:

- The original Customer
  - The specific invoice and job listed
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### **19. Governing Law**

This Warranty is governed exclusively by the laws of British Columbia, Canada, with disputes resolved in BC courts only.

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**Van Centre Forklift & Industrial Repairs LTD.**

Location: 209b-1546 Derwent Way, Delta, B.C.

Contact: [customercare@vancentreforklift.com](mailto:customercare@vancentreforklift.com) | 604-377-4782



**WARRANTY**

## **20. Acceptance**

By approving work, issuing a PO, or accepting service from VCF, the Customer agrees to all terms in this Master Warranty Policy.


Only VCF technicians determine warranty status.

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**Van-Centre Forklift & Industrial Repairs Ltd.**

**Unit 209B – 1546 Derwent Way**

**Delta, BC V3M 6M4**

 **604-377-4782**

 **[customercare@vancentreforklift.com](mailto:customercare@vancentreforklift.com)**