



## **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 warrantied 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)**