

Van-Centre Forklift & Industrial Repairs Ltd Forklift Service Warranty

Warranty Coverage:

This Forklift Service Warranty ("Warranty") is provided by Van-Centre Forklift & Industrial Repairs Ltd, herein referred to as "the Company," to the original purchaser of forklift service, herein referred to as "the Customer." This Warranty covers services performed by certified technicians from Van-Centre Forklift and is subject to the following terms and conditions:

Warranty Activation:

- Warranty coverage starts the day the job is complete and is valid for thirty (30) days from the date of service.

Payment Terms:

- Should the Customer pay late, not pay, or delay payment for the associated invoice, the warranty coverage period does not change. However, eligibility to access the warranty is contingent on full payment of the invoice.
- For instance, if the Customer pays the invoice 15 days after the job is complete, warranty coverage would not be accessible until the Customer has paid in full. The warranty period does not extend from the original date of service.

Exclusions:

- The Warranty does not cover damages or issues arising from misuse, abuse, negligence, or accidents involving the forklift.
- Any issues found to be unrelated to the previous service provided by certified technicians from Van-Centre Forklift will not be covered under this Warranty. In such cases, standard service rates will apply.

Warranty Claim Process:

- To initiate a Warranty claim, the Customer must:
- Ensure that the original job invoice related to the service has been paid in full.
- Contact Van-Centre Forklift & Industrial Repairs Ltd at 604-377-4782 or email customercare@vancentreforklift.com to report the issue within the 30-day Warranty period.
- Provide the original service invoice and details of the claimed issue.
- Allow certified technicians from Van-Centre Forklift to inspect the forklift and determine if the issue is covered by this Warranty.

Service Rates:

- The Company offers service at full or half-day billing rates. No hourly rates are offered. If certified technicians from Van-Centre Forklift determine that the issue is not related to the previous service or falls under the excluded categories mentioned in Section 3, the Customer will be responsible for paying:
- The full or half-day service rates for any repairs or maintenance performed.
- The full or half-day service rates for the time spent by the technician to diagnose the current issue.

Disclaimer:

- Van-Centre Forklift & Industrial Repairs Ltd shall not be liable for any consequential, incidental, or indirect damages arising from the use or inability to use the forklift after service, even if the Company has been advised of the possibility of such damages.

Transferability:

- This Warranty is non-transferable and applies only to the original Customer who purchased the forklift service.

Governing Law:

- This Warranty is governed by and construed in accordance with the laws of British Columbia, Canada. Any disputes arising from this Warranty shall be subject to the exclusive jurisdiction of the courts in British Columbia, Canada.
- By accepting our forklift service, the Customer acknowledges and agrees to the terms and conditions outlined in this Van-Centre Forklift & Industrial Repairs Ltd Forklift Service Warranty. The Customer also acknowledges that only certified technicians from Van-Centre Forklift can determine the validity of a warranty claim, and customer opinions regarding warranty validity are not considered professional opinions in this regard.

Van-Centre Forklift & Industrial Repairs Ltd

Unit 209B 1546 Derwent Way

Phone: 604-377-4782

Email: customercare@vancentreforklift.com