

# Congratulations on choosing a MAXE part

Over and above MAXE's Warranty Policy below, MAXE also offers Liability Insurance, **covering Product Liability to the value of R250 000 000** for any single occurrence.

## 1. What is covered by the Warranty Policy?

- Covers any defects in materials used to manufacture the products.
- Covers any defects in workmanship under normal use.

## 2. Exclusions from the Warranty Policy?

- Normal wear and tear, e.g., stone chips, abrasive cleaning, industrial fallout resulting in contamination, etc.
- Product fitment not carried out in accordance with the steps specified in the fitting instructions including correct torque settings.
- Any modifications or alterations made to the product.

## 3. Products and duration covered by the Warranty Policy?

- Corrosion of stainless-steel bars = 5 years.
- Powder coated and electro plated mild steel brackets and components = 12 months.
- Tonneau Covers:
  - stitching is guaranteed against loosening and fraying for a period of 12 months.
  - The PVC cover is guaranteed for a period of 2 years for any environmentally induced failure
  - LDPE extrusions are guaranteed against loosening and tearing for a period of 12 months.
  - Velcro joints are guaranteed to sustain adhesion under normal use for 12 months provided they are kept clean.
  - Aluminium extrusions and cross supports are guaranteed against malfunction in normal operation for a period of 3 years.

## 4. How MAXE will resolve an approved warranty claim?

- The product/component will be repaired or exchanged for a new product/component via the fitment centre where the product was initially purchased.

## 5. What customers should do to exchange or get a refund for an approved warranty claim?

- The product can be returned to the original point of sale/fitment centre.
- Claims can be sent by e-mail (support@maxe.co.za) or communicated by phone (+27 31 713 2200). Please ensure all relevant documentation is on hand. Original invoice, proof of date of sale/fitment.
- A Maxe Technical Representative can be called to verify a claim.

*Claims that are not accepted will be subject to shipping, handling and repacking fees.*