

Warranty Policy

Warranty Periods:

Conversion - 12 months or 12,000 miles
Modular Body - 15 years

Warranty Cards:

Warranty cards are used to register vehicle ownership. This registration is a federal requirement. Warranty work will not be authorized without a signed warranty card on file at Wheeled Coach, Orlando. The only exception to this rule is for vehicles that have not been delivered. Warranty cards are filled out prior to delivery. If information is missing, the DSM will finish filling out the card when the unit is delivered. If the unit is delivered directly to the customer, the DSM must phone the customer to make sure the card gets filled out and sent in.

Prior Authorization:

Wheeled Coach's warranty policy requires prior authorization for all warranty repairs. This allows Wheeled Coach to work with the service center to assure that the customers receive the best service. Prior authorization also allows Wheeled Coach to keep costs to a minimum by avoiding unnecessary repair times and part orders. Any unauthorized repairs may be rejected or may receive payment reductions based on Wheeled Coach's review of the repair.

Parts:

Wheeled Coach reserves the right to replace any parts used for warranty repairs. Should this happen, Wheeled Coach will ship the replacement part via ground freight, and subtract the cost from the repair bill. All warranty parts will be invoiced to the customer's parts account for internal tracking. The customer will not receive invoices for warranty parts. All warranty invoices will be credited prior to sending of monthly statements. Wheeled Coach requires the return of all parts valued over \$50.00. Occasionally, Wheeled Coach will issue call tags for all items returned to avoid charges to the customer. Should Wheeled Coach require the return of an item, the customer's account will not be credited until the part is received. Parts will be invoiced if not returned within 60 days.

All warranty parts must be ordered through the Warranty Department. Any parts ordered as a part sale will not be credited as warranty unless complete warranty documentation is submitted within sixty (60) days of invoice date. Vendor warranty items will be invoiced if not returned. Wheeled Coach does not provide warranty coverage for vendor products such as sirens, flashers,

speaker drivers, etc. Wheeled Coach will assist customers who are within the Wheeled Coach warranty period, in obtaining warranty coverage from the vendor. Wheeled Coach is not responsible for the administration or payment of vendor warranty. Additionally, Wheeled Coach is not responsible for repair charges not covered by the vendor. Any such charges or invoices for non returned parts will be billed to the customer.

FILING A CLAIM

(See Claim Form on following page)

Fax Submission:

The best way to submit a claim is to fax the completed claim form to the warranty department. Faxed claims are received quicker (and therefore, processed quicker), provide the sender with proof of submission, and decrease the chance of error by providing written documentation. Fax your completed claim to the warranty department at 800-241-5177. Any fax sent elsewhere is subject to delay and possible loss.

Phone Submission:

Phone submissions will be accepted, however, a completed warranty claim form must be submitted to process a claim.

Service Centers:

Many service centers will process warranty claims with us. This will save time, so when looking for a service center, pick an authorized service center.

HOW TO GET PAID

Original Bill Required:

Warranty payments will not be issued without an original repair invoice. Wheeled Coach will not accept photocopies or pay off of statements.

Method of Payment:

Properly submitted warranty claims will be paid within thirty days of receipt of original invoice. Warranty checks will be made out to the appropriate party as requested at time of submission. Please assure the PAYTO line is complete and correct at time of submission.

All warranty payments will be withheld until past due parts accounts are satisfied. There will be no exception to this policy. All payment arrangements on parts accounts must be directed to the Accounting Department.