



HELLA Automotive Sales, Inc

201 Kelly Drive
Peachtree City, GA 30269 USA

Tel: (770) 631-7500

Product Standard Warranty Policy

AM (After Market)

OEM (Original Equipment Manufacturer)

Warranty Scope and Terms

Hella Automotive Sales, Inc. extends a Limited Warranty to the original purchaser that when used in normal service the products shall be free from defects in materials and /or workmanship.

This statement of warranty supersedes any previous statement and can only be modified in writing by an officer of Hella Automotive Sales, Inc.

The period of warranty is as follows:

After Market Customers:

- (1) one year after retail purchase for non-LED products;
- (2) two years after retail purchase for LED products unless it is specified and agreed upon differently in writing dated in January of 2019 or later.

OEM customers:

- (1) one year after date of purchase for non-LED products;
- (2) two years after date of purchase for LED products unless it is specified and agreed upon differently in writing dated in January of 2019 or later.

Warranty Exceptions and Requirements:

Bulbs: No warranty or guarantee, expressed or implied, exists with regards to bulbs unless specified below:

- Hella HP2.0 Performance Bulbs;
- Hella Plus50 Performance Bulbs;
- Optilux XB and XY Performance Bulbs;
- Hella Xenon Capsules.

However, certain applications may void warranty (as determined by Hella Automotive Sales, Inc.).

- a) A requirement for a claim is that the installation was carried out properly i.e. in accordance with the installation instructions of the supplier by the client or the client's customers.
- b) Any kind of impact damage (e.g. breaking of a lens) precludes any claims against the supplier. Further, this warranty does not cover damages from road hazards, improper wiring or operation or willful abuse;
- c) No claims may be made if the supplier's components are improperly attached or wired to other components;
- d) The client is not entitled to claims based on defects of wear and tear parts or the repair thereof or resulting from such defects.

Hella Automotive Sales, Inc. is not liable for incidental, consequential damages, nor shall Hella Automotive Sales, Inc.'s liability for any claims or damage arising out of or connected with this Limited Warranty exceed the purchase price of the products.

The loss of use of the product, loss of time, inconvenience caused by non-operation of the product, commercial loss, are not covered. The manufacturer reserves the right to change the design of the product without assuming any obligation to modify any product previously manufactured or to replace warranted product other than with redesigned product.

This Hella Limited Warranty gives you special legal rights. You may also have other rights which vary from state to state.

Claims Process and Procedure:

When a Hella product is suspected to be defective, contact your Customer Service Representative for warranty submission.

All warranty returns require a Return Goods Authorization (RGA) number clearly marked on the outside of the carton being returned. The entire product must be returned, not just suspected defective part(s), shipped freight prepaid together with the detailed written description of suspected failure.

Hella reserves the right to provide replaced product via freight prepaid or a warranty credit if customer so desires.

We inspect all merchandise carefully for correct quantity, damages and defects. In case of shipping damage and Short or Over Shipment, the following apply:

- a) Carrier assumes responsibility upon receipt and all claims for damage or carton shortages at destination must be filed by customer against carrier if the customer employs the carrier. In the event Hella Automotive Sales, Inc. employs the carrier, customer needs to send relevant information to Hella Automotive Sales, Inc. within the time frame referenced below in item b and c.
- b) Claims for merchandise shortages as well as packaging damages must be filed with Hella Automotive Sales, Inc. in accordance with our procedure and **within (3) three days** after receipt of shipments. Any claim after this period will not be considered.
- c) Claims for concealed shipping damage can be processed via your local sales person and/or customer service. Claims must be reported within a time frame of **(30) thirty days** upon receipt of the products or according to the rules of the carrier utilized for the specific shipments whichever is shorter.