



HELLA AUTOMOTOVE SALES, INC.
AFTERMARKET & OEM CUSTOMERS
PRODUCT STANDARD WARRANTY POLICY

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), and shipped **freight prepaid** together with the detailed written description of suspected failure.

Warranty returns should be sent to the following address:

Hella Returns Center
7835 Hacks Cross Rd.
Olive Branch, MS 38654

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

Credit will be issued upon inspection and acceptance of defective goods. Customer Service will notify you of rejected claims. You will have ten (10) working days from the date of notification to request return of product to your facility freight collect. If no notification is received, the product will be discarded, and no credit will be issued.

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 items 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 (1) 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 salesperson 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.