

WARRANTY CLAIM PROCEDURE

- Before warranty repairs are performed, please contact our warranty claims department on +46 (0)278 65 92 54 for details of a suitable TransLink automotive workshop. See appendix under tab 3.
- Warranty repairs shall be performed using parts from Kilafors unless otherwise agreed with the warranty claims manager at Kilafors.
- If emergency repairs are required outside normal working hours, please contact Kilafors as soon as possible after the repairs are performed. Note that if you contact an automotive workshop that Kilafors does not have an agreement with, the amount of compensation you receive for parts and labour costs may be reduced.
- The warranty claim/claim form must be submitted using the form provided by Kilafors no later than 14 days after the repairs are performed. Note that if the information entered in the form is inaccurate or incomplete, the claim may be declined.
- The parts that the claim regards must be sent to Kilafors together with a copy of the claim form. If in any doubt, contact Kilafors.
- The customer is responsible for ensuring that all warranty repair costs relating to the customer's warranty claim are approved.
- After the claim is approved, Kilafors will invoice the automotive workshop. Invoices for repairs that have not yet been approved will be declined without exception.
- Kilafors will respond to the warranty claim within 6 weeks.
- The odometer reading must **always** be included in the warranty claim (can be found in EBS system).
- If the claim regards brakes, a diagnostic report from the EBS system must **always** be sent with the claim.
- Kilafors may need to access information from the EBS system's control unit (ODR data).

Contact details

Warranty claims department

Tel.: +46 (0)278 65 92 54

Email: info@kilafors.se