



PARTS WARRANTY - CLAIM PROCEDURE

There are TWO kinds of Warranty offered with brand new Apache Quads.

- Warranty 1) The Apache Standard 12 month parts warranty - standard with all new quads.
- Warranty 2) Adult Road Legal - Road Registered ATV Warranty - 2 year parts warranty for ATVs purchased new after 1st April 2009.

Warranty Exclusions: Components not covered by warranty

- All wearing, service and consumable parts AND -
- Brake pads, belts, bushes, chains, sprockets, tyres, batteries, plugs, cables, plastic bodywork/fairings, paintwork, frame.

In all cases, the Apache Warranties cover the product for general leisure use. This does not cover quads used for competitive motorsport, competitions, racing, track events, or corporate/commercial use. It is also invalidated if the Apache service schedule is not adhered to.

Procedure to Claim

To process your warranty parts claim, you need to send us the following:

- 1) Your full name, address, telephone number, mobile phone number, email address
- 2) The model of your Quad
- 3) The date of original purchase
- 4) A brief description of the problem / part that you believe has failed.

Send the above to us **WITH** the following:

- a) Copy of Log Book (for road legal quads)
- b) Copy of Original Proof of Purchase (when supplied brand new).
- c) Service documentation and history (proof of servicing within guidelines issued by Apache).
- d) Carefully remove and return the **ACTUAL PART** that you believe has failed

Send all of the above - by post or carrier - 'to be signed for' or by hand to: Warranty Claim Dept; Quads Direct Ltd - Apache, Unit B Arthur Drive, Hoo Farm Ind. Estate, Kidderminster, Worcs DY11 7RA. Please send this by 'to be signed for', to ensure we have a record of receipt.

Our Commitment to You.. Upon receipt of your package, we shall endeavour to deal with your parts warranty claim within 5 working days (usually sooner). We will firstly collate all of the required information into our warranty claim system and evaluate the part you have returned to determine if a) it is covered by the parts warranty b) we will test the part. If the required replacement part is out of stock or if there are any other issues, we shall contact you immediately, so please ensure you give us all your current contact details to avoid any delay.

An Alternative -

If you wish, you can purchase the parts you require from our sister company and online parts shop at www.easquadparts.co.uk. Once your warranty parts and supporting documentation have been returned to us, and we have validated the claim, tested the goods to be faulty, any parts you have purchased from the online shop that are covered by your warranty can be credited back to you.

WARRANTY PART CLAIM FORM

Type of Claim

- 12 month parts warranty claim
- 2 year parts warranty claim

Your Details:

Name: _____

Address: _____

Tel No: _____

Mobile Phone: _____

Email: _____

Quad Details:

Apache Model: _____

Date of Purchase: _____

Problem Encountered: (a brief description)

Enclose with your package:

- This form - completed
- The faulty part (s)
- Copy of log book (road legal quads)
- Copy of original proof of purchase
- Service Documentation

Send your package to:

Warranty Claims Dept
 Apache Quads (Quads Direct Ltd)
 Unit B Arthur Drive, Hoo Farm Ind. Estate
 Kidderminster, Worcs DY11 7RA

Send package 'to be signed for' for your own security.

Your Warranty Claim will be dealt with within 5 working days, normally sooner.

Note: Warranty Exclusions include:

- All wearing, service and consumable parts
- AND - brake pads, belts, bushes, chains, sprockets, tyres, batteries, plugs, cables, plastic bodywork/fairings, paintwork, frame

For Office Use Only: Date Received

Claim Handled by:.....

Claim Validated:.....

Part(s) Test Outcome

Action:

..... Date: