



Warranty Policy And Procedure

MIRRORS & LIGHTING

Technical Service Document

(Transit/Motor Coach/Shuttle)

LIMITED WARRANTY

This warranty applies to product sold after 06/01/09 in the United States, Canada, and Australia. This warranty supersedes any other warranty. HADLEY warrants mirror, lighting, SAMS and all associated components are free from defects in material and workmanship, and against excessive wear for a period of (1) one year from the in-service date as recorded by the OEM. This **limited warranty** shall cover the original purchaser and end user only. HADLEY'S' obligation under this warranty is limited to the repair or replacement of its product, at its discretion, and is limited to the product only. It is the assumed responsibility that the components or assemblies have been installed correctly based on manufacturer's recommendations.

Hadley assumes no liability or warranty for any of the following:

- A) **Any product that has been physically altered, improperly installed, or maintained.**
- B) Any damage caused from or created by installation.
- C) **Any product used in improper applications, abused, or not used in conjunction with the proper parts.**
- D) **Any product damage or aesthetic damage due to shipping/handling. All product FOB Hadley, unless other arrangement or agreement exists.**

There are no implied warranties. There are no warranties, which extend beyond the description of the face hereof. HADLEY will not be responsible for incidental and consequential damages, property damage or personal injury damages to the extent permitted by law. This warranty gives you specific legal rights and you may also have other legal rights, which vary from state to state.

WARRANTY PROCEDURES

If you have a question about what you believe may be a defective product, we encourage you to call Hadley Technical Support at 574-266-3700. All returned material will be evaluated for the determination of the allowed credit.

PARTS RETURNS

- All returns must have Hadley authorized Return Authorization Number (RAN) prior to shipment.
- Returns are to be shipped to:

Hadley Transit and Specialty Vehicles
2503 Marina Dr.
Elkhart, IN 46514

- Proof of in-service date or other verification.
 - Returned parts must be intact and packaged to prevent further or excess damage.
 - Parts must be returned within ten (10) business days of RAN issue.
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- Standard shipping rate applies unless approved by Hadley Warranty Department.
 - Customer has one (1) week to dispute Hadley warranty disposition.
 - Any credits or parts replacements due to customer resulting from a Hadley authorized warranty disposition, will be issued within 30 business days of disposition date.
 - Any customer deductions in payment prior to the warranty disposition and Hadley issued credit may result in a re-billing to the customer.
 - A \$25 processing fee may be assessed for returns deemed “not warrantable”

FLAT RATE GUIDELINES – Applies to any Hadley authorized repair performed at customer site and/or authorized repair performed by a Hadley representative

- Mirrors Hrs
 - Remove and replace manual mirror assembly (Dovetail) 25 minutes each
 - Remove and replace remote mirror assembly (Dovetail) 30 minutes each
 - Remove and replace manual mirror head and arm (Dovetail) 10 minutes each
 - Remove and replace glass 10 minutes each
 - Switch removal 30 minutes each
- Lighting Hrs
 - Remove and replace lens 10 minutes each
 - Remove and replace fluorescent bulb 10 minutes each
 - Remove and replace LED 15 minutes each
 - Remove and replace Ballast Assembly 30 minutes each

Standard warranty Labor Rate: \$55/ hr. Higher labor rates will be entertained on a per contract basis not to exceed \$85/hr. These rate requests must be presented in writing to Hadley prior to scheduled build time for each contract.