

Dated : 20th March,24

Ramkrishna Forgings Limited ("RKFL") Warranty Policy 2024 -25 ("Warranty Policy")

1. Warranty Scope

RKFL agrees to provide warranty for its products (*as listed out under Clause 7 below*) ("**Products**") to the purchaser(s) of such Product(s), save and except for dealers / distributors who have purchased such Products for further sale ahead, and who have registered the Product with RKFL in accordance with the Warranty Registration Form as per Annexure I herein ("**Customer(s)**"). Such warranty shall be provided for any defect in workmanship or material, under normal use and service, and when such defect can be proven to have occurred due to material or manufacturing defect in the said Product. This warranty shall be applicable only to the Customers and cannot be enforced against RKFL by any third party. In the event of any conflict between this Warranty Policy and any other general terms and conditions which may be attached to this Warranty Policy in relation to the Product(s), this Warranty Policy shall prevail and be applicable.

2. Warranty Cover

i. The warranty is applicable only to non-wearable structural parts as listed under Clause 7 below and shall cover the following:

- a. All Brackets, Equalizer, Spring Seat, Torque Rod (Fixed and Adjustable), and all welded components.
- b. Complete Axle Beam Assembly comprising of finished Axle Beam, and all welded brackets on all Axles.
- c. Axle End Fixings (Hub and Conventional Assemblies), Drum Brakes, Camshaft, Cam Rollers, ABS sensor with Bracket and Brake Shoe Spring.
- d. All Air Suspension welded components, Brackets, Air Springs & Bellows.

The warranty shall not be applicable on wearable parts including shoes, liners, seals bearings, and all bushings.

ii. The responsibility of RKFL under this warranty will be limited to replacement or repair of damaged/ defective part(s) of the Products, without any additional charge on the Customer, which shall be carried out at the sole discretion of RKFL basis an inspection at the plant / authorised service centre of RKFL, as may be specified by RKFL.

iii. The Customer shall be required to send the damaged / defective Product(s) to RKFL's plant / authorised service centre, as may be specified by RKFL. All charges of packaging and transportation of such Product to such plant / authorised service centre of RKFL shall be borne by the Customer, except when the Customer refuses to accept the Product at the time of delivery on account of physical damage to the packaging of such Product.

iv. RKFL shall not be responsible for any loss/damage, if any, arising to the Products during transportation.

v. RKFL reserves the right to ascertain the cause and extent of damage / defect, if any, in the Products, and thereafter accept or refuse the claim, at its sole discretion.

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3. Warranty Non-Cover

This warranty shall not apply in case of the following circumstances:

- a. Any use, repair or modification of Products that are not in accordance with RKFL's recommendations, user manual, applications and normal usage.
- b. Any normal wear and tear of non - wearable parts or any damage caused by inappropriate use of the Products or accidental, or intentional destruction or damage caused by any external impact and/or misuse of vehicle fitted with the Products including overloading, overheating, and or use under abnormal conditions, lack of maintenance in accordance with the maintenance manual / guidelines provided by RKFL, use of parts and lubricants that are not manufactured/approved/recommended by RKFL.
- c. Any of the following cases:
 - i. Load at any time has been imposed in excess of the maximum rated load.
 - ii. Products have been used for a purpose other than they were intended or have been applied to a use which in the opinion of RKFL is unsuitable.
 - iii. Products have been altered, modified or repaired otherwise without approval of RKFL and / or through third parties not authorized by RKFL to perform such modifications, alterations or repair.
 - iv. Failures due to defects aggravated by continued use after the defects ought reasonably to have been discovered by a reasonable prudent operator or user.
 - v. The Products have not been stored or maintained as recommended by RKFL.
 - vi. Any cosmetic damage to the Product, including but not limited to scratches, dents etc. unless such damage is due to a defect in materials or workmanship.
- d. Failure of the Customer to report a defect to RKFL within the warranty period and in accordance with this Warranty Policy.
- e. Defect arising from any cause arising beyond the control of RKFL.
- f. All third-party claims.

4. Warranty Claim Process

- a. Authorized documentary proof of the date of purchase (*as shown on the purchase invoice issued by RKFL to the Customer*) has to be provided by the Customer to RKFL representative / authorised service centre, as specified by RKFL, along with the Warranty Claim Form (*attached as Annexure 2 hereunder*) as promptly as possible after identifying the defect(s) or damage.

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b. Defective or damaged parts that have been disassembled must be kept in storage and where applicable, subject to agreement, returned to RKFL's authorized service centre/ RKFL representative, as the case may be.

5.Registration to make a claim under this Warranty.

- a. Warranty will only be applicable if the conditions mentioned under this Warranty Policy are complied with.
- b. The purchaser must have filled the Warranty Registration form (*attached as Annexure 1 hereunder*) and submitted the same at the address / email address, as specified by RKFL.
- c. Warranty Registration Form is compulsory to be filled and submitted by the purchaser, within 30 days of delivery of the corresponding Product for it to be covered under this warranty.
- d. RKFL reserves the right of verifying the records through Warranty Registration Form.

6.Services and Repairs during the Warranty Period

a. On facing a defect / failure, information must be promptly reported by the Customer to RKFL at the address / email / phone number, as specified hereunder. The information will be reviewed by RKFL, and action, as may be required, will be taken for necessary resolution. In case of any difficulty, RKFL representative can be contacted at customer care number provided below.

Address: Plot no 1988(P), Mouza: Dugni, Saraikela. Dist . Kharswan. Jharkhand- 833220

Email: customercare@ramkrishnaforgings.com

Customer Care Contact no: 9031855996

b. The cost of the material to be repaired / replaced and that of service applicable during the specified warranty period will be covered by RKFL. In the event, any repair or replacement of the Product, is carried out by the Customer at his own instance, it may undertake such repair/ replacement only with the prior written consent of RKFL and through such personnel as authorised by RKFL. In such cases, RKFL will be obliged to only reimburse the actual costs (subject to the maximum cap provided under Clause 9 below) incurred by the Customer for such repair or replacement, provided that such costs can be supported through verifiable documents provided by the Customer to RKFL. Any failure to abide by this requirement will render the warranty as void.

c. Warranty Claim Form needs to be completed with all details and submitted at the specified address / email or submitted to RKFL representative or authorised service centre, as specified by RKFL.

d. Warranty period will commence from original date of purchase of product(s) as shown on the corresponding invoice and shall not commence afresh for components replaced/repared under warranty cover. The term of the warranty period is mentioned under Clause 7 below. All Products or parts thereof which are replaced / repaired under the terms of this Warranty Policy, shall only be entitled to warranty protection for the remainder of the original warranty period.

e. RKFL shall have the sole authority to modify and/or update the warranty terms and conditions from time to time, without any prior notice, as RKFL is continuously developing and improving its Products.

Dated : 20th March,24**7. Warranty period****A: Trailer Axle**

S.No.	Component	Period	KM Travelled
1	Axle beam	40 months	3,30,000 KM
2	Grease	20 months	1,65,000 KM
3	Bearing	13 months	1,10,000 KM
4	Hub & Drum	20 months	1,65,000 KM
5	Brake Shoe (Liner excluded)	3 months	
6	S-Cam Shaft	20 months	1,65,000 KM
		Warranty will be on Period or KM Travelled , whichever is earlier	

B: King Pin

S.No.	Component	Period
1	King Pin	6 months
2	Retention Plate	6 months

C: Mechanical Suspension

S.No.	Component	Period
1	Hangers	13 months
2	Leaf Spring	3 months

D: Air Suspension

S. No.	Component	Period
1	Hangers	13 months
2	Bellows	3 months
3	Leaf set	3 months
4	Strip (Lifting Belt)	3 months

8. Exclusions

All other warranties whether implied or otherwise, not spelled in this Warranty Policy are excluded, including any warranties of merchantability, fitness for a particular purpose or any other type.

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9. Limitations

In no event shall RKFL's total, cumulative liability arising from the sale, use and disposition of the Product exceed the amount of actual direct damages and shall be limited to the price paid for the Product that is the subject of the claim. The obligation / liability of RKFL to repair or replace the Product(s) or parts thereof or to refund or reimburse for any damage suffered by the purchaser on account of any breach of warranty, shall be limited to the price paid for such Product(s) and shall in no case exceed such price.

In no event shall RKFL be liable to purchaser or any the other party for any punitive, incidental, indirect, consequential or special damages, including loss of profits, incurred by the party, however caused and under any theory of liability, whether based in contract, tort (including, without limitation, negligence or product liability) or warranty, in connection with the sale, use and disposition of the product, even if advised of the possibility of such damages.

DOC.NO. - RKFL-WP

Dated : 20th March,24

Annexure 1

Dated : 20th March,24



WarrantyPolicy

DOC .NO. - RKFL-WPRF-01
DATE :

Warranty Registration Form

Instructions:

- 1 All requested information should be filled and posted at registered address / email within 30 days of Product delivery
- 2 This registration is mandatory for warranty coverage
- 3 Service and Maintenance must be done as per service instructions

Vehicle Registration No.	<input type="text"/>	Registration Date	<input type="text"/>													
Tractor KM Reading	<input type="text"/>															
Trailer Owner Address	Street <input type="text"/>	Town <input type="text"/>	PIN CODE <input type="text"/>													
	State/Country <input type="text"/>	Phone/Mob. <input type="text"/>														
Trailer Manufacturer	Street <input type="text"/>	Town <input type="text"/>	PIN CODE <input type="text"/>													
	State/Country <input type="text"/>	Phone/Mob. <input type="text"/>														
Trailer Chasis No.	<input type="text"/>															
Trailer Delivery Date	<input type="text"/>															
Trailer Type	Draw Bar Trailer <input type="checkbox"/> Semi Trailer <input type="checkbox"/> Others (Specify) <input type="text"/>	<table border="1" style="border-collapse: collapse;"> <tr><td>Flat Bed</td><td><input type="checkbox"/></td></tr> <tr><td>Box Type</td><td><input type="checkbox"/></td></tr> <tr><td>Tip Trailer</td><td><input type="checkbox"/></td></tr> <tr><td>Tanker Trailer</td><td><input type="checkbox"/></td></tr> <tr><td>Low Bed</td><td><input type="checkbox"/></td></tr> <tr><td>Side Wall</td><td><input type="checkbox"/></td></tr> </table>	Flat Bed	<input type="checkbox"/>	Box Type	<input type="checkbox"/>	Tip Trailer	<input type="checkbox"/>	Tanker Trailer	<input type="checkbox"/>	Low Bed	<input type="checkbox"/>	Side Wall	<input type="checkbox"/>		
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Tanker Trailer	<input type="checkbox"/>															
Low Bed	<input type="checkbox"/>															
Side Wall	<input type="checkbox"/>															

Axles and Suspensions Details

Suspension Type	Model	Serial No.	Axle Type	<input type="text"/>	Axle Serial Nos.	<input type="text"/>
Mechanical	<input type="text"/>	<input type="text"/>			Axle Serial Nos.	<input type="text"/>
Air Suspension lift	<input type="text"/>	<input type="text"/>			Axle Serial Nos.	<input type="text"/>
Air Suspension fixed	<input type="text"/>	<input type="text"/>	Axle Model	<input type="text"/>		

Mechanical Suspension Type

Landing Leg

Part No.	<input type="text"/>
Serial No.	<input type="text"/>
Mfd Date	<input type="text"/>

King Pin

Serial N	<input type="text"/>
Ht Code	<input type="text"/>

Fifth Wheel Coupling

Serial No.	<input type="text"/>
Mfd Sate	<input type="text"/>

I hereby declare that the information submitted above is correct and I agree for the Warranty Policy

Name of the Trailer Owner _____ Date _____ Signature _____

Official Use only:
Registration No.

Checked & Confirmed by Name : _____ Date _____

Dated : 20th March,24

Annexure 2

		Warranty Policy DOC.NO. - RKFL-WPCF-02 Date:																																																																	
Warranty Claim form																																																																			
Instruction 1. Please complete all of the information requested on this report by filling in all appropriate fields. 2. This claim can't be accepted without the registration documents, please enclose (if applicable)																																																																			
Fleet Owner Address Trailer manufacturer Trailer Chassis no. Vehicle registration number Tractor Make & Model Trailer Type Axle & Suspension Mechani-cal Air Suspension Lift Air Suspension Fixed Daily usage Km(Avg) 5.Complaints/ Faulty equipment Previous complaint details (if any) Landing Leg King Pin Fifth Wheel Coupling Description of part(s) claimed:	1. Customer detail Transporter Firm Name Contact No. 2. Trailer Details Address 3. Vehicle details Date of registration Failure date Flat Bed Box Type Tip Trailer Low Bed Trailer Tanker Trailer Side Wall Trailer 4. Axle & Suspension Axle Type Axle Model Operational use : Off Road Condition%, Tarmred Roads.....%, Dirt Roads.....%	Warranty claim no. Contact No. No. of fleet owned Date of Manufacture Usage of trailer Km Reading Failure Location 1. Axle Serial number 2. Axle Serial number 3. Axle Serial number Previous Complaint Date																																																																	
<table border="1" style="width:100%; border-collapse: collapse;"> <thead> <tr> <th>Sl. No.</th> <th>Part number</th> <th>Part Description</th> <th>vendor code</th> <th>Invoice No</th> <th>Invoice date</th> <th>Quantity</th> <th>Per Price inc GST</th> <th>Total Amount</th> <th>Labour hours</th> <th>Labour Rate</th> <th>Service By</th> <th>Total Amount</th> </tr> </thead> <tbody> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> </tbody> </table>			Sl. No.	Part number	Part Description	vendor code	Invoice No	Invoice date	Quantity	Per Price inc GST	Total Amount	Labour hours	Labour Rate	Service By	Total Amount																																																				
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Complain Type Reason For complaints/ faulty equipments Miscellaneous Expenses Details Invoice Number Invoice Amount Uploaded photos Vehicle RC,IM Vehicle front Photo, Side photo, Faulty product, Trailer Chassis number, Product Serial number etc																																																																			
For RKFL Office Use Only Claim generation date: Approved: Rejected (with reason): Signature Qc:																																																																			
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