

- 1** The guarantee period for specific parts from DOLL shall amount to one year as of the delivery date. The guarantee for purchased parts from suppliers shall amount to six months as of the date of delivery.
- 2** Prior to filing an application for guarantee and goodwill cases, DOLL shall be consulted. The acceptance of the required measures is confirmed in writing by DOLL. The respectively required guarantee and goodwill application shall be completely filled in (Enclosure 1 to the service partner contract). Amongst others, the data to be listed in the application shall include the exact identification of the customer, chassis number (FIN), detailed defect description, fault description with cause and documentation for rectification.
- 3** The costs for guarantee and goodwill cases shall only be reimbursed to authorized DOLL service partners. If technical modifications are required, these shall be specified by the DOLL technology department. The respectively modified documents shall be provided to you by DOLL.
- 4** If further service works need to be carried out beyond the scope of guarantee or goodwill works, such works shall be completely invoiced separately by you.
- 5** As far as agreed upon with DOLL, guarantee and goodwill cases pertaining to parts not manufactured by DOLL can be directly settled with the responsible supplier. However, such cases shall always be subject to the guarantee conditions of the respective supplier.
- 6** The return of the old parts together with the reimbursement invoice shall form the prerequisite for the settlement of the guarantee invoice by DOLL. The availment of the guarantee cannot be processed if the defective parts are not returned to DOLL or if the invoice is received without the respective old parts. Consumables such as hydraulic oil, greases, brake pads, drums and discs, bearings or studs and similar parts can generally not be reimbursed.
- 7** In case of difficult technical problems, DOLL reserves the right to implement the restoration of the vehicle's operability at its headquarters in Oppenau.
- 8** Travel costs to the contractual partner shall be excluded from the guarantee and goodwill claims and cannot be asserted.
- 9** In case of disputes, we reserve the right to inspect the objects subject to complaint on the premises of the respective supplier. The decisions and inspection results reached at the supplier's site shall form the basis for our guarantee processing.
- 10** In this context, we also refer to the "General Terms of Sale and Delivery" of DOLL Fahrzeugbau GmbH.

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