



Warranty declaration



Suppliers or manufacturers for the GREEN LIGHT brand have been carefully selected to ensure spare part quality on a par with OE (Original Equipment). These suppliers and manufacturers are also developers of spare parts for vehicle manufacturers. In addition, GREEN LIGHT brand's select suppliers devote constant care to quality control and improvement of their production processes. They are globally renowned manufacturers and the quality of their products is witnessed by relevant certificates. Buyers of GREEN LIGHT spare parts can be perfectly care-free as we choose all manufacturers for our brand carefully, and the quality of their products is confirmed by effective certificates by globally renowned certification institutions like TÜV Rheinland, IQNet, SQS etc. A manufacturer who wishes to become a supplier for the GREEN LIGHT has to prove the excellence of his production process management and his production technology; in this respect, our minimum requirement is the ISO 9001:2008 and TS16949 certificate (as of July 2018, the upgraded version ITAF16949).

Safety of drivers and users of GREEN LIGHT products always comes first. Thus, all products related to the braking system are certified in compliance with the European legislation as specified by the European Commission Regulation ECE R90. All GREEN LIGHT brake pads and discs hold the R90 certificate that confirms the quality of our products in compliance with the European standards.

We also guarantee the quality of our products with a minimum warranty of 24 months after the day of installation of spare parts into the vehicle, or 60,000 kilometres after installation, whichever occurs earlier. Spare parts categorized as servicing material, such as filters, come with a warranty as specified by the vehicle manufacturer. For example, if a manufacturer requires that filter for a particular vehicle be changed after 20,000 km and no later than in 12 months, then GREEN LIGHT products will carry a warranty in compliance with the manufacturer's instructions.

GREEN LIGHT wheel bearings, constant-velocity (homokinetic) joints, axle shafts, and shock absorbers come with a 36-month or 100,000-kilometre warranty from the spare part installation date.

In case of errors or failures during the warranty period, the customers shall have the right to return the products and request a refund of their costs. For a warranty claim to be processed, the customer must immediately file a GREEN LIGHT warranty claim report/form, no later than within 30 days from the day of the failure, in writing. The report shall include the following information:

- a. Information on the company / distributor, complete with contact information
- b. Delivery note / invoice number
- c. Information about the product – catalogue number – amount – reason for return
- d. In case of wrong application or if the product does not match the vehicle, then information about the vehicle on which the installation of the spare part was attempted has to be provided, complete with a description of the problem (why the spare part does not match the vehicle).

If the product for which a warranty claim is filed has caused additional damage on the vehicle, then the **information on assembly and installation** has to be provided in addition to the filled-out form, as follows:

- a. Information about the workshop:
- b. Delivery note / invoice number 1 – invoice to the mechanic
 - Copy of the invoice must be provided (mandatory appendix)
- c. Delivery note / invoice number 2 – invoice to the driver
 - Copy of the invoice must be provided (mandatory appendix)
- d. Detailed description of the problem, date of installation, date of disassembly, kilometres driven before and after installation, motor type
- e. Exact information about the vehicle
 - Copy of the vehicle registration certificate must be provided (mandatory appendix)
- f. Amount of damage sustained shall be specified (appendix: mechanic's invoice for the second repair)

Upon customer's request, Automotive Adria shall send the damaged or returned spare part, along with any other damaged spare parts for which a refund of the cost is requested, for analysis to an institute or other relevant institution, or to the manufacturer's customer complaint department.

If the analysis shows that the cause of the error or problem is in the GREEN LIGHT product, then Automotive Adria shall reimburse all costs of the damages incurred. If the analysis shows that the cause of the error or problem is not in the GREEN LIGHT product, then the

warranty claim shall be rejected and the customer shall cover the cost of sending the product for analysis.

The warranty shall be void if it is found that the product was not treated or installed correctly, or that inappropriate tools were used for assembly. Moreover, the warranty shall be void if the vehicle is not used within the standards of normal use, e.g. when excessive load is placed on the vehicle, if the vehicle is driven over inappropriate terrains etc. The warranty shall also be void if the vehicle is not used in accordance with the vehicle manufacturer's instructions or specifications.

For any products not made by GREEN LIGHT suppliers, warranty shall be automatically rejected as they are not covered by the GREEN LIGHT warranty. All returned GREEN LIGHT spare parts must be suitably packed and labelled "GREEN LIGHT warranty claim" + catalogue number. The buyer shall organized transport and cover the cost of delivery of the GREEN LIGHT product for which a warranty claim is filed to the required location or warranty department for the GREEN LIGHT brand.

- The warranty process shall be fully completed within 45 days from the date when the application is filed.

GREEN LIGHT, Automotive Adria d.o.o., Litostrojska cesta 44a, 1000 Ljubljana, SLOVENIA