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# WARRANTY POLICY

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# **RHINOMAN - EUROPE**

## **Warranty Policy**

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### 1. Warranty Declaration

Rhinoman Europe B.V. guarantees that this aluminum hardtop is free from material and manufacturing defects for a period of two years from the date of purchase.

Responsibility for the quality of the goods during loading and transport is in accordance with the obligations and conditions arising from the agreed Incoterm.

This warranty is provided only to the original purchaser and is non-transferable.

### 2. Warranty Conditions

The warranty covers the following components and aspects:

#### A. Moving Parts

- **Duration:** A warranty period of 2 years applies to moving parts (such as hinges, gas struts, suspension, etc.).
- **What is covered:** Defects or malfunctions caused by material or manufacturing faults are covered under warranty. Wear and tear from normal use is excluded unless it involves premature wear due to a clear defect resulting from material or manufacturing faults.

#### B. Non-Moving Parts

- **Duration:** Non-moving parts (such as body panels, interior panels, and upholstery) are also covered by a 2-year warranty.
- **What is covered:** Defects resulting from material or manufacturing faults.
- **Specific exclusions:** Damage caused by improper maintenance or exposure to unsuitable chemicals is typically not covered by the warranty.

### C. Paint Quality

- **Duration:** The paint quality warranty is 2 years.
- **What is covered:** This warranty covers manufacturing defects such as premature discoloration, peeling, and fading due to poor materials or application. Rust caused by material or manufacturing faults is also included.

### 3. Exclusions

This warranty does not cover defects or damage caused by:

- **Improper use:** Use of the product other than for its original design or intended purpose, or in violation of the product information and all relevant vehicle safety and compliance regulations, including but not limited to unusual, improper, or negligent use, abuse, or overloading.
- **Incorrect installation:** Damage or defects caused by installation not performed in accordance with the supplied instructions.
- **Normal wear and tear:** Cosmetic wear, such as damages and minor discoloration from sun exposure.
- **Exposure to extreme conditions:** Including but not limited to exposure to highly corrosive conditions, fire, extreme heat, or severe weather.
- **Unauthorized modifications:** Alterations to the hardtop without written consent from the manufacturer.
- **Damage caused by accidents:** Damage from collisions, falling objects, or other accidents.
- **Damage due to misuse:** Damage from participation in competitive events such as rallies, races, or similar activities.
- **Glass breakage:** Glass breakage is not covered by this warranty.
- **Repackaging by the distributor:** Damage, defects, or quality issues resulting directly from improper or unsuitable repackaging.
- **Improper storage conditions:** Products stored in unsuitable conditions (temperature, humidity, chemical environment, etc.) are excluded from the warranty.
- **Force majeure:** Damage or defects resulting from force majeure events.

#### 4. Submitting a Warranty Claim

If a potential defect is detected:

1. Contact our customer service immediately via:
  - a. [info@rhinoman-europe.com](mailto:info@rhinoman-europe.com)
2. Proof of purchase must be provided.
3. The hardtop must not be removed or repaired before receiving instructions from our customer service.

If the warranty claim is approved by us, we will, at our discretion:

- Repair the hardtop,
- Provide a replacement hardtop, or
- Refund the original purchase price.

#### 5. Limitations of Liability

Our liability under this warranty is limited to repairing, replacing, or refunding the purchase price of the Rhinoman hardtop. We are not liable for any indirect or consequential damage, including loss of income or damage to the vehicle or third parties. These warranty conditions are subject to the general terms and conditions of delivery of Rhinoman Europe B.V., a copy of which is attached to this warranty or provided at the time of purchase.

#### 6. Legal Rights

This warranty does not affect your statutory rights. The conditions may vary by country or region.

#### 7. Contact Information

For questions about this warranty, contact our customer service:

- **Email:** [info@rhinoman-europe.com](mailto:info@rhinoman-europe.com)
- **Address:** Voltaweg 1, 5466AZ Veghel, Netherlands